

Before Starting the CoC Application

The CoC Consolidated Application is made up of two parts: the CoC Application and the CoC Priority Listing, with all of the CoC's project applications either approved and ranked, or rejected. The Collaborative Applicant is responsible for submitting both the CoC Application and the CoC Priority Listing in order for the CoC Consolidated Application to be considered complete.

The Collaborative Applicant is responsible for:

1. Reviewing the FY 2017 CoC Program Competition NOFA in its entirety for specific application and program requirements.
2. Ensuring all questions are answered completely.
3. Reviewing the FY 2017 CoC Consolidated Application Detailed Instructions, which gives additional information for each question.
4. Ensuring all imported responses in the application are fully reviewed and updated as needed.
5. The Collaborative Applicant must review and utilize responses provided by project applicants in their Project Applications.
6. Some questions require the Collaborative Applicant to attach documentation to receive credit for the question. This will be identified in the question.

- Note: For some questions, HUD has provided documents to assist Collaborative Applicants in filling out responses. These are noted in the application.

- All questions marked with an asterisk (*) are mandatory and must be completed in order to submit the CoC Application.

For CoC Application Detailed Instructions click [here](#).

1A. Continuum of Care (CoC) Identification

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1A-1. CoC Name and Number: NY-600 - New York City CoC

1A-2. Collaborative Applicant Name: New York City Department of Homeless Services

1A-3. CoC Designation: CA

1A-4. HMIS Lead: New York City Department of Homeless Services

1B. Continuum of Care (CoC) Engagement

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1B-1. From the list below, select those organization(s) and/or person(s) that participate in CoC meetings. Using the drop-down boxes, indicate if the organization(s) and/or person(s): (1) participate in CoC meetings; and (2) vote, including selection of CoC Board members. Responses should be for the period from 5/1/16 to 4/30/17.

Organization/Person Categories	Participates in CoC Meetings	Votes, including electing CoC Board Members
Local Government Staff/Officials	Yes	Yes
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes
Law Enforcement	No	No
Local Jail(s)	No	No
Hospital(s)	Yes	No
EMT/Crisis Response Team(s)	Yes	No
Mental Health Service Organizations	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes
Disability Service Organizations	Yes	Yes
Disability Advocates	Yes	Yes
Public Housing Authorities	Yes	Yes
CoC Funded Youth Homeless Organizations	Yes	Yes
Non-CoC Funded Youth Homeless Organizations	Yes	Yes
Youth Advocates	Yes	Yes
School Administrators/Homeless Liaisons	Yes	No
CoC Funded Victim Service Providers	Yes	Yes
Non-CoC Funded Victim Service Providers	Yes	Yes
Domestic Violence Advocates	Yes	Yes
Street Outreach Team(s)	Yes	Yes
Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates	Yes	Yes
LGBT Service Organizations	Yes	Yes
Agencies that serve survivors of human trafficking	Yes	Yes
Other homeless subpopulation advocates	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes
Other:(limit 50 characters)		

HIV/AIDS Housing Coalition	Yes	Yes
LiveOn NY (aka Council for Senior Cit Srves)	Yes	Yes

Applicant must select Yes, No or Not Applicable for all of the listed organization/person categories in 1B-1.

1B-1a. Describe the specific strategy(s) the CoC uses to solicit and consider opinions from organizations and/or persons that have an interest in preventing or ending homelessness. (limit 1000 characters)

CoC solicits & considers input from diverse stakeholders w/knowledge of/interest in homelessness as follows: Steering Committee (SC) includes 8 govt agencies, 8 provider coalitions, 8 homeless/formerly homeless people & 3 at-large members; CoC holds 6 public meetings annually to get feedback from stakeholders not on SC; CoC has 11 active committees open to public: Data, Evaluation, Advocacy, Performance & Quality Improvement, Consumer, Youth Advisory Board, Coordinated Entry, Veterans, Youth, Grievance, Governance; Committees synthesize feedback, draft proposals to SC & report out at each SC & public meeting; CoC encourages interested orgs/individuals to sign up for a listserv of 580 plus subscribers for information about CoC business & opportunities to provide input. DSS compiles feedback received through public meetings & by email to inform decision-making by the SC & convenes 1/4ly govt partners meetings; SC chairs do proactive outreach to obtain feedback in advance of decisions.

1B-2. Describe the CoC's open invitation process for soliciting new members, including any special outreach. (limit 1000 characters)

CoC holds & invites new members to participate in 6 public meetings annually. DSS publicizes each public meeting via a listserv of 580 plus subscribers & the CoC website. CoC has 11 active committees open to public & opportunities to join committees are publicized monthly at CoC meetings, via meeting minutes, CoC website, & outreach conducted by committee chairs. Provider coalitions, consumer reps to Steering Committee & a Youth Advisory Board conduct outreach to solicit new members at least quarterly. The CoC has an active consumer engagement process: Consumer Committee regularly has 8-12 attendees & the Youth Advisory Board has 10-12 attendees at meetings; consumers serve on all committees & conduct outreach at shelters, soup kitchens, supportive housing programs, etc. to solicit new consumer members; each project is required to survey consumers or complete documented interviews annually to obtain feedback on program quality & opportunities to improve.

1B-3. Describe how the CoC notified the public that it will accept and consider proposals from organizations that have not previously received CoC Program funding in the FY 2017 CoC Program Competition, even if the CoC is not applying for new projects in FY 2017. The response must

**include the date(s) the CoC made publicly knowing they were open to proposals.
(limit 1000 characters)**

On 7/19/17, DSS widely distributed via email & posted to the CoC website an RFP for FY 17 CoC Competition new project applications funded through bonus & reallocation. CoC partner orgs disseminated the RFP, which reached dozens of orgs that have not previously applied. The announcement encouraged applications from organizations not previously funded through the CoC. CoC used data/gathered stakeholder input to determine the most urgent unmet needs. A committee reviewed & scored applications. Conflicted parties were disallowed from participation. Objective scoring criteria were used to evaluate the degree to which the applicant has the necessary experience/capacity & the proposed project will fill critical gaps, ensure high quality services & improve the CoC's system-wide performance. DSS staff & consultants provide technical assistance to all applicants to ensure that the process is accessible to any applicant, including those that have not previously received funding.

1C. Continuum of Care (CoC) Coordination

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1C-1. Using the chart below, identify the Federal, State, Local, Private and Other organizations that serve homeless individuals, families, unaccompanied youth, persons who are fleeing domestic violence, or those at risk of homelessness that are included in the CoCs coordination; planning and operation of projects. Only select "Not Applicable" if the funding source(s) do not exist in the CoC's geographic area.

Entities or Organizations the CoC coordinates planning and operation of projects	Coordinates with Planning and Operation of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Yes
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Yes
Head Start Program	Yes
Housing and service programs funded through Department of Justice (DOJ) resources	Yes
Housing and service programs funded through Health and Human Services (HHS) resources	Yes
Housing and service programs funded through other Federal resources	Yes
Housing and service programs funded through state government resources	Yes
Housing and service programs funded through local government resources	Yes
Housing and service programs funded through private entities, including foundations	Yes
Other:(limit 50 characters)	

1C-2. Describe how the CoC actively consults with Emergency Solutions Grant (ESG) recipient’s in the planning and allocation of ESG funds. Include in the response: (1) the interactions that occur between the CoC and the ESG Recipients in the planning and allocation of funds; (2) the CoCs participation in the local Consolidated Plan jurisdiction(s) process by providing Point-in-Time (PIT) and Housing Inventory Count (HIC) data to the Consolidated Plan jurisdictions; and (3) how the CoC ensures local homelessness information is clearly communicated and addressed in Consolidated Plan updates. (limit 1000 characters)

DHS, the ESG recip in NYC, CoC Collab Applicant & a CoC Steer Committee member, gives an annual presentation on ESG program performance at a CoC meeting w/voting & community members to share outcomes & elicit feedback

on ESG funding allocation, program activities & performance standards. DHS uses HMIS to evaluate ESG program outcomes & reports findings annually to the CoC & reviews the CAPER annually w/CoC Data Management Committee. NYC is a single Con Plan jurisdiction & City Planning is the Con Plan lead. DSS provides City Planning w/PIT pop & subpop, HIC bed & utilization, & project performance data drawn from APRs, HMIS & the CoC project eval. DSS consults with City Planning & the CoC on ESG & Con Plan funding decisions & prioritizes funding best practices (e.g. low barrier/Housing 1st programs). DHS meets w/City Planning bi-monthly to ensure CoC input/data are addressed in the Con plan. DHS sets annual Action Plan goals that are aligned with Con Plan objectives.

1C-3. CoCs must demonstrate the local efforts to address the unique needs of persons, and their families, fleeing domestic violence that includes access to housing and services that prioritizes safety and confidentiality of program participants. (limit 1000 characters)

NYC ES, Transitional DV programs, funded in part by CoC/ESG Prgm, are regulated by the NYS Office of Children and Family Services NYS regs dictate confidentiality & safety as the first priorities, accounting for clnt choice for location, org etc, providers then determine srvc provisions required for adlts and childrn including physical and MH, ed, financial literacy & all srvc and protections under VAWA. Also, NYC HPD has VAWA-compliant emergency move plans for all housing coverd under the Act. HHs presenting to a hmless provider can access srvc at their discretion via the relevant Coord Entry Syst &/or 24 Hour DV Hotline. Some shltrs serve special pops with linguistic, cultural and/or religious requirements, include robust social srvc, and make certain clnts receive individualized support and "how to" guidance as they est. a new life. NYC HRA ensures clt housing choice by offering over 2000 DV dedicated ES/TH beds, In addition to local rental assistance dedicated to DV survivors.

1C-3a. CoCs must describe the following: (1) how regular training is provided to CoC providers and operators of coordinated entry processes that addresses best practices in serving survivors of domestic violence; (2) how the CoC uses statistics and other available data about domestic violence, including aggregate data from comparable databases, as appropriate, to assess the scope of community needs related to domestic violence and homelessness; and (3) the CoC safety and planning protocols and how they are included in the coordinated assessment. (limit 1,000 characters)

HRA DV Srvc expanded to DHS ES. All ES staff partcipe in DV best practice training to identify & refer clnts to DV srvc. Providers access varied trainings offered on a rotating mthly schdule inclding trauma informd care via a contractd prvder. NYC Coord Entry (CE) survey technlgy solution specific trainings are offered at least 2X/mo. The current CE survey asks DV questions. As NYC CE survey evolves, a DV vulnbility indx will be included in the intake process & determine ind/fam needs inclding id'ing of DV survivors. HRA imbedded in the survey a flier re: DV srvc, & DV hotline Data collected in HMIS comparable data bases are used to report on pop trends & are reviewed to determine commnty needs. DV Data shows 25% of DHS shltr fams have a hx w/ DV. As a

result, HRA expanded DV ES & Tier II shlters to provide DV specific supprt srvcs. All DHS/HRA CE intake assessments are conducted over the phone or in private rooms in accordance with safety planning protocols while max client choice.

1C-4. Using the chart provided, for each of the Public Housing Agency's (PHA) in the CoC's geographic area: (1) identify the percentage of new admissions to the Public Housing or Housing Choice Voucher (HCV) Programs in the PHA's that were homeless at the time of admission; and (2) indicate whether the PHA has a homeless admission preference in its Public Housing and/or HCV program.

Attachment Required: If the CoC selected, "Yes-Public Housing", "Yes-HCV" or "Yes-Both", attach an excerpt from the PHA(s) written policies or a letter from the PHA(s) that addresses homeless preference.

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2016 who were homeless at entry	PHA has General or Limited Homeless Preference
New York City Housing and Preservation Development	26.51%	Yes-HCV
New York City Housing Authority	51.00%	Yes-Both

If you select "Yes--Public Housing," "Yes--HCV," or "Yes--Both" for "PHA has general or limited homeless preference," you must attach documentation of the preference from the PHA in order to receive credit.

1C-4a. For each PHA where there is not a homeless admission preference in their written policies, identify the steps the CoC has taken to encourage the PHA to adopt such a policy. (limit 1000 characters)

Not Applicable. All PHA have written P/P's

1C-5. Describe the actions the CoC has taken to: (1) address the needs of Lesbian, Gay, Bisexual, Transgender (LGBT) individuals and their families experiencing homelessness, (2) conduct regular CoC-wide training with providers on how to effectively implement the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity, including Gender Identify Equal Access to Housing, Fina Rule; and (3) implementation of an anti-discrimination policy. (limit 1000 characters)

DSS/DHS has created a new resource to address the needs of the LGBT individuals and families including the creation of the Lesbian, Gay, Bisexual, Transgender, Questioning and Intersex Affairs Office. The LGBTQI Affairs office works with programs to implement best practices supporting LGBTQI

staff/clients. The Office has hosted events to raise awareness, opened a first ever shelter devoted to this population, and is working to streamline transitions from youth to adult shelters. A new training on LGBTQI best practice training will be rolled out in the fall of '17. NYC DHS/DSS has had an anti-discrimination policy in place since 2006, updated in 2015. NYC CCoC conducted a recent training on Equal Access at an open Community Meeting. The training addressed how to effectively implement Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity. This is now an annual practice for the CoC.

1C-6. Criminalization: Select the specific strategies implemented by the CoC to prevent the criminalization of homelessness in the CoC's geographic area. Select all that apply.

Engaged/educated local policymakers:	<input checked="" type="checkbox"/>
Engaged/educated law enforcement:	<input checked="" type="checkbox"/>
Engaged/educated local business leaders	<input checked="" type="checkbox"/>
Implemented communitywide plans:	<input checked="" type="checkbox"/>
No strategies have been implemented	<input type="checkbox"/>
Other:(limit 50 characters)	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

When "No Strategies have been implemented" is selected no other checkbox may be selected.

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1D-1. Discharge Planning-State and Local: Select from the list provided, the systems of care the CoC coordinates with and assists in state and local discharge planning efforts to ensure those who are discharged from that system of care are not released directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply.

Foster Care:	<input checked="" type="checkbox"/>
Health Care:	<input checked="" type="checkbox"/>
Mental Health Care:	<input checked="" type="checkbox"/>
Correctional Facilities:	<input checked="" type="checkbox"/>
None:	<input type="checkbox"/>

1D-1a. If the applicant did not check all the boxes in 1D-1, provide: (1) an explanation of the reason(s) the CoC does not have a discharge policy in place for the system of care; and (2) provide the actions the CoC is taking or plans to take to coordinate with or assist the State and local discharge planning efforts to ensure persons are not discharged to the street, emergency shelters, or other homeless assistance programs. (limit 1000 characters)

Not applicable

1D-2. Discharge Planning: Select the system(s) of care within the CoC's geographic area the CoC actively coordinates with to ensure persons who have resided in any of the institutions listed below longer than 90 days are not discharged directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply.

Foster Care:	<input checked="" type="checkbox"/>
Health Care:	<input checked="" type="checkbox"/>

Mental Health Care:	<input checked="" type="checkbox"/>
Correctional Facilities:	<input checked="" type="checkbox"/>
None:	<input type="checkbox"/>

1E. Continuum of Care (CoC) Project Review, Ranking, and Selection

Instructions

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1E-1. Using the drop-down menu, select the appropriate response(s) that demonstrate the process the CoC used to rank and select project applications in the FY 2017 CoC Program Competition which included (1) the use of objective criteria; (2) at least one factor related to achieving positive housing outcomes; and (3) included a specific method for evaluating projects submitted by victim service providers.

Attachment Required: Public posting of documentation that supports the process the CoC used to rank and select project application.

Used Objective Criteria for Review, Rating, Ranking and Section	Yes
Included at least one factor related to achieving positive housing outcomes	Yes
Included a specific method for evaluating projects submitted by victim service providers	No

1E-2. Severity of Needs and Vulnerabilities

**CoCs must provide the extent the CoC considered the severity of needs and vulnerabilities experienced by program participants in their project ranking and selection process. Describe: (1) the specific vulnerabilities the CoC considered; and (2) how the CoC takes these vulnerabilities into account during the ranking and selection process. (See the CoC Application Detailed Instructions for examples of severity of needs and vulnerabilities.)
(limit 1000 characters)**

The CoC's ranking & selection process prioritizes funding for projects serving these specific vulnerabilities: chronic homelessness, zero income, criminal history, active substance use, reluctance to engage in services, disability, unsheltered homelessness. The CoC took these actions to ensure consideration of these vulnerabilities: renewal projects serving a high % of CH received up to 4 points & were ranked higher; ranked/selected new projects based on: 1)applicant experience/capacity to serve chronically homeless, active substance users, people reluctant to engage, people with criminal history, zero income &/or disabilities, unsheltered 2)a clear outreach & supportive services plan to engage & serve the most vulnerable people using a Housing First approach. Projects not targeting vulnerable populations were not funded: only PSH projects dedicating 100% of beds to CH & PSH/RRH projects using a low barrier Housing First approach were selected for funding.

1E-3. Using the following checklist, select: (1) how the CoC made publicly available to potential project applicants an objective ranking and selection process that was used for all project (new and renewal) at least 2 days before the application submission deadline; and (2) all parts of the CoC Consolidated Application, the CoC Application attachments, Priority Listing that includes the reallocation forms and Project Listings that show all project applications submitted to the CoC were either accepted and ranked, or rejected and were made publicly available to project applicants, community members and key stakeholders.

Attachment Required: Documentation demonstrating the objective ranking and selections process and the final version of the completed CoC Consolidated Application, including the CoC Application with attachments, Priority Listing with reallocation forms and all project applications that were accepted and ranked, or rejected (new and renewal) was made publicly available. Attachments must clearly show the date the documents were publicly posted.

Public Posting	
CoC or other Website	<input checked="" type="checkbox"/>
Email	<input checked="" type="checkbox"/>
Mail	<input type="checkbox"/>
Advertising in Local Newspaper(s)	<input type="checkbox"/>
Advertising on Radio or Television	<input type="checkbox"/>
Social Media (Twitter, Facebook, etc.)	<input type="checkbox"/>

1E-4. Reallocation: Applicants must demonstrate the ability to reallocate lower performing projects to create new, higher performing projects. CoC's may choose from one of the following two options below to answer this question. You do not need to provide an answer for both.

Option 1: The CoC actively encourages new and existing providers to apply for new projects through reallocation.

Attachment Required - Option 1: Documentation that shows the CoC actively encouraged new and existing providers to apply for new projects through reallocation.

Option 2: The CoC has cumulatively reallocated at least 20 percent of the CoC's ARD between FY 2013 and FY 2017 CoC Program Competitions.

No Attachment Required - HUD will calculate the cumulative amount based on the CoCs reallocation forms submitted with each fiscal years Priority Listing.

Reallocation: Option 1

Attachment Required - provide documentation that shows the CoC actively encouraged new and existing providers to apply for new projects through reallocation.

1E-5. If the CoC rejected or reduced project application(s), enter the date the CoC and Collaborative Applicant notified project applicants their project application(s) were being rejected or reduced in writing outside of e-snaps. 08/29/2017

Attachment Required: Copies of the written notification to project applicant(s) that their project application(s) were rejected. Where a project application is being rejected or reduced, the CoC must indicate the reason(s) for the rejection or reduction.

1E-5a. Provide the date the CoC notified applicant(s) their application(s) were accepted and ranked on the Priority Listing, in writing, outside of e-snaps. 09/12/2017

Attachment Required: Copies of the written notification to project applicant(s) their project application(s) were accepted and ranked on the Priority listing.

Reallocation Supporting Documentation

Attachment Required - provide documentation that shows the CoC actively encouraged new and existing providers to apply for new projects through reallocation.

Document Type	Required?	Document Description	Date Attached
Reallocation Supporting Documentation	No	NYC CCoC Realloca...	09/27/2017

Attachment Details

Document Description: NYC CCoC Reallocation Support Process Documentation

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2A-1. Does the CoC have in place a Governance Charter or other written documentation (e.g., MOU/MOA) that outlines the roles and responsibilities of the CoC and HMIS Lead? Yes

Attachment Required: If “Yes” is selected, a copy of the sections of the Governance Charter, or MOU/MOA addressing the roles and responsibilities of the CoC and HMIS Lead.

2A-1a. Provide the page number(s) where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document(s) referenced in 2A-1. In addition, indicate if the page number applies to the Governance Charter or MOU/MOA. NYC HMIS MOU_CY 17: pages 1-7; HMIS Policies & Procedures_2017: pages 14-16

2A-2. Does the CoC have a HMIS Policies and Procedures Manual? Attachment Required: If the response was “Yes”, attach a copy of the HMIS Policies and Procedures Manual. Yes

2A-3. What is the name of the HMIS software vendor? Foothold Technology, Inc

2A-4. Using the drop-down boxes, select the HMIS implementation Coverage area. Single CoC

2A-5. Per the 2017 HIC use the following chart to indicate the number of beds in the 2017 HIC and in HMIS for each project type within the CoC. If a particular project type does not exist in the CoC then enter "0" for all cells

in that project type.

Project Type	Total Beds in 2017 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ESG) beds	73,675	2,859	70,100	98.99%
Safe Haven (SH) beds	40	0	40	100.00%
Transitional Housing (TH) beds	3,150	51	1,784	57.57%
Rapid Re-Housing (RRH) beds	2,567	0	2,567	100.00%
Permanent Supportive Housing (PSH) beds	28,078	309	16,179	58.26%
Other Permanent Housing (OPH) beds	0	0	0	

2A-5a. To receive partial credit, if the bed coverage rate is below 85 percent for any of the project types, the CoC must provide clear steps on how it intends to increase this percentage for each project type over the next 12 months.

(limit 1000 characters)

TH coverage rate is below 85% after reclassification of HASA beds from ES to TH to better align w/ HUD project type defs. The CoC is working w/ HRA leadership to move to below HASA beds in HMIS. In next 12mo, DSS Assoc. Commiss will hold mgts w/ senior counterparts, + demo's of HMIS, to gain traction. PSH beds coverage rate for CoC is below 85% b/c CoC can't require non CoC funded providers' participation in HMIS. W/ DSS integration of HRA/DHS admin functions, CoC improved leverage for our strategy. To grow bed coverage, CoC has & continues working w/ gvt partners to est MOU agreements to include HMIS participation in all new funding requests & contract renewals. In next 12 mo, CoC is working w/ HRA Dep Commiss of PSH to identify & remove roadblocks to full coverage. These efforts will increase PSH coverage & further improve coverage for TH & ES beds. CoC will use HMIS to monitor compliance, update progress via quarterly mgts w/ govt partners, & collaborate w/ DHS & HRA on devising supplemental support strategies.

2A-6. Annual Housing Assessment Report (AHAR) Submission: How many Annual Housing Assessment Report (AHAR) tables were accepted and used in the 2016 AHAR? 8

2A-7. Enter the date the CoC submitted the 2017 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX). (mm/dd/yyyy) 05/05/2017

2B. Continuum of Care (CoC) Point-in-Time Count

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2B-1. Indicate the date of the CoC's 2017 PIT count (mm/dd/yyyy). If the PIT count was conducted outside the last 10 days of January 2017, HUD will verify the CoC received a HUD-approved exception. 02/07/2017

2B-2. Enter the date the CoC submitted the PIT count data in HDX. (mm/dd/yyyy) 05/05/2017

2C. Continuum of Care (CoC) Point-in-Time (PIT) Count: Methodologies

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**2C-1. Describe any change in the CoC’s sheltered PIT count implementation, including methodology and data quality changes from 2016 to 2017. Specifically, how those changes impacted the CoCs sheltered PIT count results.
(limit 1000 characters)**

Within the same consistent & highly reliable methodology as in recent years (ie complete census count based on HMIS data, provider surveys, interviews & limited subpopulation extrapolation for missing data), we made small changes to improve data quality & better align project types with HUD definitions, but those changes do not affect the overall count. We moved TH DV & DHS TH projects previously classified as TH to ES, & we moved a portion of the HASA count from ES to TH, all in keeping with HUD guidelines; the net result is that appx. 400 persons previously counted as TH now count as ES. We enhanced data quality & accuracy by adding additional staff who established more robust data quality monitoring including checks against historic data. This improved our ability to accurately & inclusively identify victims of DV, leading to an observed increase in the DV subpopulation count. New checks also resulted in a more accurate, smaller percentage of persons of Hispanic ethnicity.

2C-2. Did your CoC change its provider coverage in the 2017 sheltered count? Yes

2C-2a. If “Yes” was selected in 2C-2, enter the change in provider coverage in the 2017 sheltered PIT count, including the number of beds added or removed due to the change.

Beds Added:	2,805
Beds Removed:	925
Total:	1,880

2C-3. Did your CoC add or remove emergency shelter, transitional housing, or Safe-Haven inventory because of funding specific to a Presidentially declared disaster resulting in a change to the CoC's 2017 sheltered PIT count? No

2C-3a. If "Yes" was selected in 2C-3, enter the number of beds that were added or removed in 2017 because of a Presidentially declared disaster.

Beds Added:	0
Beds Removed:	0
Total:	0

2C-4. Did the CoC change its unsheltered PIT count implementation, including methodology and data quality changes from 2016 to 2017? Yes

CoCs that did not conduct an unsheltered count in 2016 or did not report unsheltered PIT count data to HUD in 2016 should compare their efforts in 2017 to their efforts in 2015.

2C-4a. Describe any change in the CoC’s unsheltered PIT count implementation, including methodology and data quality changes from 2016 to 2017. Specify how those changes impacted the CoC’s unsheltered PIT count results. See Detailed Instructions for more information. (limit 1000 characters)

The unshltd PIT count is from well-established annual NYC HOPE street count + COC youth count. To ensure HOPE consistency, we made no changes to overall HOPE method (street-based enumeration w/ trained vlntrs canvassing areas chosen by stratified random sampling). Within the broad method, we made refinements to raise subgrp & demgrphc data quality, which prvly reflected prevalence estimates from local studies. For 2017 we applied prevalence rates based on current HOMESTAT caseload data (NYC’s street hmlsnss initiative & largest US initiative of its kind) to count total, yielding more updated robust demgrphc & subgrp #s. The more robust apprch yielded lwr %s persons w/ Black/Afr-Amer race, subst abuse disorder, chrnic hmlsnss, & lgr % persons w/ serious mental illness. The youth count, while using same general apprch as in past, improved this year’s implementation & accuracy by hiring dedicated youth coordntrs, gave participating youth incentives (subway cards) & included DOE sites.

2C-5. Did the CoC implement specific measures to identify youth in their PIT count? Yes

2C-5a. If "Yes" was selected in 2C-5, describe the specific measures the CoC; (1) took to identify homeless youth in the PIT count; (2) during the planning process, how stakeholders that serve homeless youth were engaged; (3) how homeless youth were engaged/involved; and (4) how the CoC worked with stakeholders to select locations where homeless youth are most likely to be identified. (limit 1000 characters)

As in past yrs, a separate Youth Count was conducted w/ the overall PIT count. It occurred in the 4 days after the PIT but asked about the same night. Youth who access services at 73 sites (drop-ins, outreach teams, housing programs, libraries, foster care programs, schools, probation sites) were surveyed. As in the past, a wkgrp of gov't representatives, CoC Youth Cmte, providers & advocates met in '16 to plan, select sites & coordinate activities. An info session was held to engage new sites & trainings held for all sites. 5 focus groups were conducted w/ youth at 5 programs to get feedback on how best to advertise to youth, best youth count locations & count process in general. Stipends were available to youth focus group & planning meeting participants. The youth service-based count was added to the overall unsheltered PIT youth count to produce the final youth count. Sheltered youth were incorporated into the sheltered PIT via PIT reporting from programs w/ youth specific beds.

2C-6. Describe any actions the CoC implemented in its 2017 PIT count to better count individuals and families experiencing chronic homelessness, families with children, and Veterans experiencing homelessness. (limit 1000 characters)

A survey of prgrm beds & clnts was refind for Fy17 based on feedback from prior yrs' participants & updatd to reflect new HUD req. It was presentd to the CoC prior to the PIT. TA was offerd. The vets count was bolsterd by ongoing interagency efforts to reduce vet homelessness, including mgmt of a by-name list, a daily dashboard & conference calls to support chronically homeless vets, bi-wkly recidivism mgts, & coor w/ Vets Task Force, SSVF, etc. This work was compard to provider surveys to produce the city's most accurate vets PIT count to date. Also, NYC CoC well-developd, robust, coordinatd FWC shltr system is uniquely well positioned for the PIT count. NYC is unique b/c of the city's right to shltr mandate, all homeless FWCs are shelterd. Funded by DSS, NYC CoC has the nation's most advancd FWC ES system w/ a SPOA. Historic data shows an extremely high level of accuracy for the FWC shelterd PIT, including subgroups. These factors wk together to ensure the PIT count data accuracy for FWCs.

3A. Continuum of Care (CoC) System Performance

Instructions

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3A-1. Performance Measure: Reduction in the Number of First-Time Homeless. Describe: (1) the numerical change the CoC experienced; (2) the process the CoC used to identify risk factors of becoming homeless for the first time; (3) the strategies in place to address individuals and families at risk of becoming homeless; and (4) the organization or position that is responsible for overseeing the CoC's strategy to reduce or end the number of individuals and families experiencing homelessness for the first time.

(limit 1000 characters)

#1st time hmless incrsd slightly by 950 (a 1.6% incrs) for ES SH&TH and incrsd by 753 (only 1.2%) for ES SH TH&PH. CoC Analyzes data from city agncies & neighbrhd/building characteristics to predict which hsehlds are at high risk of 1st time hmlessnss & which buildings are likely to house those at risk & to imprve prevention targeting. To reduce 1st time hmlessnss CoC: targets prevention srvcs based on risk factors; provides \$58/year for prevention prgrm administered in partnership w/ non-profit agencies across the 5 boroughs to provide financial assistance, financial counseling, mediation, & assistance with relocation, pub benefits & emplymnt; provides additional \$79M annually for eviction prevention legal srvcs, rental arrears grants, & rental supplements to prevent shltr entry; has legally required protocols for dischrge planning to prevnt dischrges from jails & hspitls into hmelessnss. HRA Chief Homelessness Prevention Officer oversees the strategy

3A-2. Performance Measure: Length-of-Time Homeless.

CoC 's must demonstrate how they reduce the length-of-time for individuals and families remaining homeless. Describe (1) the numerical change the CoC experienced; (2) the actions the CoC has implemented to reduce the length-of-time individuals and families remain homeless; (3) how the CoC identifies and houses individuals and families with the longest length-of-time homeless; and (4) identify the organization or position that is responsible for overseeing the CoC's strategy to reduce the length-of-time individuals and families remain homeless.

(limit 1000 characters)

From FY15 to 16, median length of homelessness is nearly identical (up 1% for both persons in ES/SH & persons in ES/SH/TH). To reduce length of homelessness CoC: requires shelters to develop Independent Living Plans for all clts within 48 hrs of entry, dedicates 100% of PSH beds to CH; adopted CPD Notice 16-11 to ensure prioritization for PSH based on length of homelessness;

requires Housing First approach at 100% of CoC funded projects to ensure access to PH quickly without barriers. Accomplishments include: investment of \$133M in local housing subsidies to assist with rapid PH placement. The CoC is refining Coord Entry procedures to include a 3 level standardized assessment that identifies indivls & families with the longest length of homelessness & prioritizes placements based on length of time homeless & vulnerability. DSS Commissioner Steven Banks oversees the strategy.

3A-3. Performance Measures: Successful Permanent Housing Placement and Retention

Describe: (1) the numerical change the CoC experienced; (2) the CoCs strategy to increase the rate of which individuals and families move to permanent housing destination or retain permanent housing; and (3) the organization or position responsible for overseeing the CoC’s strategy for retention of, or placement in permanent housing. (limit 1000 characters)

From FY15 to 16 % of persons in PSH prjects that remain in/exit to PH improved by 3%; % of sucesful exits from OR was same (50%) & from ES/SH/TH/PH-RRH was nearly same (down by 1%). CoC stratgy in the past 12 mons: expndng funding for CTI & EBPs for high risk hsehlds exiting shltr; prioritizing homeless for pub housing; 10yr commitmnt to devlop/presrve 200K affordble housing units & requiring homeless set-asides in affordble housing; investmnts of \$133M in local housing subdsies; Major muncipal commitmnt to build PSH (15K units in 15yrs) w/ 505 onlne this yr; private sectr ptrnrships to move PSH tnants to more indepndnt setings & helping shltr resdents w/incme navgate affordble housing app. procss; Pub Engagment team focusd on landldr outrch; investmnts of \$79M in Anti-Eviction & Harassment srves; protecting tnants’ rights via newly formd Source of Income Discrimination Unit at HRA to assure homeless clnts can rent apts via rntal assistance prgrms. DSS Commissioner oversees the strategy.

3A-4. Performance Measure: Returns to Homelessness.

Describe: (1) the numerical change the CoC experienced, (2) what strategies the CoC implemented to identify individuals and families who return to homelessness, (3) the strategies the CoC will use to reduce additional returns to homelessness, and (4) the organization or position responsible for overseeing the CoC’s efforts to reduce the rate of individuals and families’ returns to homelessness. (limit 1000 characters)

From FY15 to 16 % 2-year returns to homelessness from all program types decreased 3%; returns from PH decreased 21%. CoC strategies already implemented to reduce returns: expanded on-site public benefits access at prevention programs; increased investment tenfold in tenant legal services; analyzed data to improve prevention targeting; streamlined & increased availability of rental assistance to keep rent-burdened people housed; established a unit to do proactive prevention outreach among renters with housing issues; Strategies CoC will use in next 12 months: provide universal access to free legal services for people facing eviction, pilot expanded prevention financial assistance & mediation; expand types of prevention services available & # of prevention providers by 45%; strengthen data analytics

to improve targeting; bolster efforts to support families who provide housing as an alternative to shelter. HRA Chief Homelessness Prevention Bruce Jordan oversees the strategy.

3A-5. Performance Measures: Job and Income Growth

Describe: (1) the strategies that have been implemented to increase access to employment and mainstream benefits; (2) how the CoC program-funded projects have been assisted to implement the strategies; (3) how the CoC is working with mainstream employment organizations to help individuals and families increase their cash income; and (4) the organization or position that is responsible for overseeing the CoC’s strategy to increase job and income growth from employment, non-employment including mainstream benefits. (limit 1000 characters)

CoC strategies implemented to increase employment & other cash income & mainstream benefits among CoC projects: partner w/community orgs to engage residents in educ/employment opportunities; partner w/researchers & providers to implement EBPs (e.g., Supported Employment); trained staff on SOAR & developed a support network to improve training cert rate; track public assistance applications & efforts to secure employment to ID bottlenecks; interagency case conferencing to resolve barriers affecting multiple clients; provide extensive academic, financial & social support to help students complete an associate’s degree w/in 3 years; provide free, full-day universal pre-K; established right to paid sick leave so parents can care for children w/o losing income; improved application/recert process for SNAP. CoC provides support to projects struggling to increase income via the Performance & Quality Improvement Committee. The HRA Chief Program Officer oversees the strategy

3A-6. Did the CoC completely exclude a geographic area from the most recent PIT count (i.e. no one counted there, and for communities using samples in the area that was excluded from both the sample and extrapolation) where the CoC determined there were no unsheltered homeless people, including areas that are uninhabitable (deserts, forests). No

3A.6a. If the response to 3A-6 was “Yes”, what was the criteria and decision-making process the CoC used to identify and exclude specific geographic areas from the CoCs unsheltered PIT count? (limit 1000 characters)

3A-7. Enter the date the CoC submitted the System Performance Measures data in HDX, which included the data quality section for FY 2016. (mm/dd/yyyy) 06/02/2017

3B. Continuum of Care (CoC) Performance and Strategic Planning Objectives

Instructions

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3B-1. Compare the total number of PSH beds, CoC program and non CoC-program funded, that were identified as dedicated for use by chronically homeless persons in the 2017 HIC, as compared to those identified in the 2016 HIC.

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.	12,158	16,093	3,935

3B-1.1. In the box below: (1) "total number of Dedicated PLUS Beds" provide the total number of beds in the Project Allocation(s) that are designated ad Dedicated PLUS beds; and (2) in the box below "total number of beds dedicated to the chronically homeless:, provide the total number of beds in the Project Application(s) that are designated for the chronically homeless. This does not include those that were identified in (1) above as Dedicated PLUS Beds.

Total number of beds dedicated as Dedicated Plus	0
Total number of beds dedicated to individuals and families experiencing chronic homelessness	8,725
Total	8,725

3B-1.2. Did the CoC adopt the Orders of Priority into their standards for all CoC Program funded PSH projects as described in Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing. Yes

3B-2.1. Using the following chart, check each box to indicate the factor(s) the CoC currently uses to prioritize households with children based on need during the FY 2017 Fiscal Year.

History of or Vulnerability to Victimization	<input checked="" type="checkbox"/>
Number of previous homeless episodes	<input checked="" type="checkbox"/>

Unsheltered homelessness	<input checked="" type="checkbox"/>
Criminal History	<input type="checkbox"/>
Bad credit or rental history (including not having been a leaseholder)	<input type="checkbox"/>
Head of Household with Mental/Physical Disability	<input checked="" type="checkbox"/>

3B-2.2. Describe: (1) the CoCs current strategy and timeframe for rapidly rehousing every household of families with children within 30 days of becoming homeless; and (2) the organization or position responsible for overseeing the CoC’s strategy to rapidly rehouse families with children within 30 days of becoming homeless. (limit 1000 characters)

CoC 30 day hsing stratgy uses coor entry & data systms to reduce the length of stay (LOS) of fams in shltr. As well as ESG, CoC & Non-CoC funded hsing opts, City funded rental assistnce prgms (Living in Commnities & CityFEPS) assists fams to move into stable hsing. In FY17, w/ these prgms 9,744 fam HH & single adlts exited shltr or were preventd from shltr entry at the fam intke center or HomeBase. At entry, fams are assessd for srvice needs & indepndent living pln is devlopd basd on initial assessmnt. Case mgmt deals w/ currnt individual barriers to hsing & other presnting issues. HRA Mobile Outreach Team embedded across the ES systm to troublsht move-out barriers w/ fams. In 2015,CoC adoptd & integratd Housing First into the writtn standrds. The CoC reallocatd \$ from poor perfming projects to create 1 TH-RRH projct that srvs DV survivors & 2 targeting youth. The added resrces supprt an overall stratgy to reduce LOS of fams in shltr. HRA Chief Homlessness Prevention directs the stratgy.

3B-2.3. Compare the number of RRH units available to serve families from the 2016 and 2017 HIC.

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH units dedicated for use by chronically homelessness persons identified on the HIC.	0	304	304

3B-2.4. Describe the actions the CoC is taking to ensure emergency shelters, transitional housing, and permanent supportive housing (PSH and RRH) providers within the CoC adhere to anti-discrimination policies by not denying admission to, or separating any family members from other members of their family or caregivers based on age, sex, gender, LGBT status, marital status or disability when entering a shelter or Housing. (limit 1000 characters)

NYC CCoC Written Standards includes language specifically addressing Equal Access in keeping w/ HUD guidelines. All CoC funded projects are required to attend the newly est annual Equal Access training provided by the CoC. DHS provides shltr to all eligible applicants including families w/children, adult fams &

single adults, w/o regard to age, sex, gender, LGBT or marital status, or disability when entering shltr or housing. NYC & DHS has strong commitments to non-discriminatory policies for access to housing and srvc; DHS ES guidelines ensure all fam mbers are housd together in private units in the most robust Fam Shltr systm in the US. Regarding LGBTQI, a DHS-specific placement policy was enacted on 11/2/14 that reqs placemnt of transgendr clnts by their gendr identity and/or the safest place on a case-by-case decision. An LGBTQI focusd training will be offerd systmwide to providers starting fall of '17. NYC & DHS agency-wide LGBTQI policy prohibits discrimination of any kind.

3B-2.5. From the list below, select each of the following the CoC has strategies to address the unique needs of unaccompanied homeless youth.

Human trafficking and other forms of exploitation?	Yes
LGBT youth homelessness?	Yes
Exits from foster care into homelessness?	Yes
Family reunification and community engagement?	Yes
Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs?	Yes

3B-2.6. From the list below, select each of the following the CoC has a strategy for prioritization of unaccompanied youth based on need.

History or Vulnerability to Victimization (e.g., domestic violence, sexual assault, childhood abuse)	<input checked="" type="checkbox"/>
Number of Previous Homeless Episodes	<input checked="" type="checkbox"/>
Unsheltered Homelessness	<input checked="" type="checkbox"/>
Criminal History	<input checked="" type="checkbox"/>
Bad Credit or Rental History	<input checked="" type="checkbox"/>

3B-2.7. Describe: (1) the strategies used by the CoC, including securing additional funding to increase the availability of housing and services for youth experiencing homelessness, especially those experiencing unsheltered homelessness; (2) provide evidence the strategies that have been implemented are effective at ending youth homelessness; (3) the measure(s) the CoC is using to calculate the effectiveness of the strategies; and (4) why the CoC believes the measure(s) used is an appropriate way to determine the effectiveness of the CoC's efforts. (limit 1500 characters)

CoC secures funds by leveraging private, public & mainstream sources across sectors. Applied for the 2016 Youth NOFA. CoC uses these strategies to end youth homelssness: 7 drop-in centers, 2 outreach teams, 240 crisis & 313 transitional beds (including 2 facilities targeted to transgender youth), tripling DYCD shltr capacity by FY19, 89 beds set-aside in DHS shltrs, permanency

options (e.g., local rental assistance, ACS Housing Subsidies, 300 set aside units in pub housing, 40 Section 8 vouchers, 400 PSH beds), annual youth PIT count, & outreach/engagement of cross-sector stakeholders to build strategic partnerships. CoC currently uses measures to determine effectiveness, including: annual PIT count, supplemental data collected for youth, % of youth exiting foster care who enter shltr w/i 1 year, % of homeless youth disconnected from school/employment. Components of the youth count considered include: length of time without a permanent place, shltred & unshltred counts for singles & fams, including youth who may have been missed by the traditional count (e.g. spent the night walking around, in a 24- hour business, lobby, or squat or were partying/working & did not have a place to go in the AM). CoC believes these are appropriate measures, b/c they capture the overall youth count by household type, & consider length of homelessness, unique characteristics of youth homelessness & cross system accountability. Youth PIT count shows an rise & CoC is working to improve effectiveness

3B-2.8. Describe: (1) How the CoC collaborates with youth education providers, including McKinney-Vento local educational authorities and school districts; (2) the formal partnerships the CoC has with these entities; and (3) the policies and procedures, if any, that have been adopted to inform individuals and families who become homeless of their eligibility for educational services. (limit 1000 characters)

NYC Department of Ed’s Office of Students in Temporary Housing (STH) serves as the primary liaison office to support homeless students, with fam assistants wrking in ES to help fams w/ school attendance and stability. DOE STH embeds staff at ES family intke center to ensure transportation access and school stability. The McKinney-Vento & NYC Chancellor’s Regulations work in tandem to ensure needed academic supprt is open to all eligible childrn like reading clubs, after school lit prgms & hmwrk assistance by DOE teachers. In the past 12mo, DOE & DHS established a daily data exchange to ensure DOE is notified of every shlter entry or exit into housing. When a fam’s status changes, DOE reaches out to decide if any ed. support is needed based on the new home. Enhanced daily data-sharing ensures all elemntry students in shlter have dedicated bus transport. Also, broad engagement w/ fam of 3&4yr olds in shlter by the Universal Pre K outreach team vastly improved take-up rates for Pre-K.

3B-2.9. Does the CoC have any written formal agreements, MOU/MOAs or partnerships with one or more providers of early childhood services and supports? Select “Yes” or “No”.

	MOU/MOA	Other Formal Agreement
Early Childhood Providers	Yes	No
Head Start	Yes	No
Early Head Start	Yes	No
Child Care and Development Fund	Yes	No
Federal Home Visiting Program	Yes	No
Healthy Start	Yes	No
Public Pre-K	Yes	No

Birth to 3	Yes	No
Tribal Home Visting Program	No	No
Other: (limit 50 characters)		

3B-3.1. Provide the actions the CoC has taken to identify, assess, and refer homeless Veterans who are eligible for Veterans Affairs services and housing to appropriate resources such as HUD-VASH and Supportive Services for Veterans Families (SSVF) program and Grant and Per Diem (GPD). (limit 1000 characters)

Shltred & unshltred Veterans are identified & service eligbilty is determined as follows: all indvduals & fams are asked 1st re: military service at Coordinated Entry, shltr & transitional housing (TH) & during strt outreach; referrals to local VHA & VBA sites are made to determine eligbilty when VA staff is not present at assessmnt/outreach site; VBA & VAMC points of contact are available immediatly to confirm eligbilty in real time. All VA elgible hmless Veterans are assessed & have a permanent housing plan within 2 weeks of entering any hmless service prgm. NYC was granted permission & started to allocate a subset of VASH for vets previously inelgible due to their discharge status. Outreach, shltr, & TH staff are trained to identify the VA housing resource (HUD-VASH, SSVF or GPD) most fitting to each eligble Veteran's needs & make the referral. City leadership & CoC Veterans Task Force closely track Veterans via by-name list & coordinate prompt referrals to SSVF and housing.

3B-3.2. Does the CoC use an active list or by name list to identify all Veterans experiencing homelessness in the CoC? Yes

3B-3.3. Is the CoC actively working with the VA and VA-funded programs to achieve the benchmarks and criteria for ending Veteran homelessness? Yes

3B-3.4. Does the CoC have sufficient resources to ensure each Veteran is assisted to quickly move into permanent housing using a Housing First approach? Yes

4A. Continuum of Care (CoC) Accessing Mainstream Benefits and Additional Policies

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

4A-1. Select from the drop-down (1) each type of healthcare organization the CoC assists program participants with enrolling in health insurance, and (2) if the CoC provides assistance with the effective utilization of Medicaid and other benefits.

Type of Health Care	Yes/No	Assist with Utilization of Benefits?
Public Health Care Benefits (State or Federal benefits, e.g. Medicaid, Indian Health Services)	Yes	Yes
Private Insurers:	Yes	Yes
Non-Profit, Philanthropic:	Yes	No
Other: (limit 50 characters)		

4A-1a. Mainstream Benefits

CoC program funded projects must be able to demonstrate they supplement CoC Program funds from other public and private resources, including: (1) how the CoC works with mainstream programs that assist homeless program participants in applying for and receiving mainstream benefits; (2) how the CoC systematically keeps program staff up-to-date regarding mainstream resources available for homeless program participants (e.g. Food Stamps, SSI, TANF, substance abuse programs); and (3) identify the organization or position that is responsible for overseeing the CoCs strategy for mainstream benefits. (limit 1000 characters)

CoC Steer Com unites cross-sector public/private funders to invest in solutions to homelessness, resulting in over \$4.1M in cash/in-kind non-CoC resources invested in CoC projects annually. CoC supported training staff on SOAR & developed a support network to improve training cert rate. All projects: assess participants at entry & annually for cash benefits/employ services eligibility; assist participants to secure benefits/services based on assessments. DSS provides current info re: mainstream benefits to staff via ACCESS NYC-a web-based public benefits screening tool. DSS partners w/CoC projects to ensure enrollment in all benefits, including health insurance. Mainstream medical programs provide on-site medical services at CoC projects. HRA Career Services ensures CoC programs are aware of/using their services, conducts outreach in shelter; does employment assessments & assists w/job

placement, resumes, interview pre, etc. HRA Chief Program Planning Officer oversees the strategy.

4A-2. Low Barrier: Based on the CoCs FY 2017 new and renewal project applications, what percentage of Permanent Housing (PSH) and Rapid Rehousing (RRH), Transitional Housing (TH), Safe-Haven, and SSO (Supportive Services Only-non-coordinated entry) projects in the CoC are low-barrier?

Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO project applications in the FY 2017 competition (new and renewal)	182.00
Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications that selected "low barrier" in the FY 2017 competition.	181.00
Percentage of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications in the FY 2017 competition that will be designated as "low barrier"	99.45%

4A-3. Housing First: What percentage of CoC Program Funded PSH, RRH, SSO (non-coordinated entry), safe-haven and Transitional Housing; FY 2017 projects have adopted the Housing First approach, meaning that the project quickly houses clients without preconditions or service participation requirements?

Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH project applications in the FY 2017 competition (new and renewal).	182.00
Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications that selected Housing First in the FY 2017 competition.	181.00
Percentage of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications in the FY 2017 competition that will be designated as Housing First.	99.45%

4A-4. Street Outreach: Describe (1) the CoC's outreach and if it covers 100 percent of the CoC's geographic area; (2) how often street outreach is conducted; and (3) how the CoC has tailored its street outreach to those that are least likely to request assistance. (limit 1000 characters)

DHS contracts w/ 5 street outreach (SO) service prviders for the entire CoC geo area and NYC subway, 24/7, 365 dys a yr. Teams constantly engage w/ indivls & tailor the approach to meet clnt's immediate & lng trm needs. They canvass the st. & respond to 311 calls. W/ all engagemnt, SO teams assess indivls 's risk&safety & offer transitional placmnt options pls long-trm perm housing. Teams wrk closely w/ hospitals & med prviders for disabled clnts or ppl w/ mobility issues. For clnts w/ speech or lang barriers, providers utilize a DHS contracted translation service. DHS conducts a yrly HOPE count, & 3 qrtrly counts to gauge SO effectiveness and provide a complete yr round picture. StreetSmart, a new databse system imprved tracking for all clnts, prospective clnts, & locations. In 2016, DHS double the size of SO staff and launched joint operations with NYPD & Parks; more effctive collabrtns w/ Hospitals and Libraries; & Intensive Canvassing ops fosed on 1 nghbrhd for 2 wks.

**4A-5. Affirmative Outreach
Specific strategies the CoC has implemented that furthers fair housing as detailed in 24 CFR 578.93(c) used to market housing and supportive**

services to eligible persons regardless of race, color, national origin, religion, sex, gender identify, sexual orientation, age, familial status, or disability; who are least likely to apply in the absence of special outreach.

Describe: (1) the specific strategies that have been implemented that affirmatively further fair housing as detailed in 24 CFR 578.93(c); and (2) what measures have been taken to provide effective communication to persons with disabilities and those with limited English proficiency. (limit 1000 characters)

NYC Marketing Handbook contains policies/procedures/ requirements for marketing/selection of residents for homeless housing to ensure: compliance w/fair housing & equal access requirements regardless of race/color/religion/gender/sexual orientation/gender identity-expression/national origin/age/disability/veteran status; affirmatively furthering fair housing by promoting racial/ethnic/income/geographic diversity, & by providing applicants with mobility/vision/hearing disabilities priority for accessible/adaptable units. Compliance is monitored by NYC HPD & HDC, which also provide translation of ads & application materials. NYC requires projects ensure ads are placed in at least 1 ethnic-based outlet & 1 outlet serving people with mobility/visual/hearing disabilities. The CoC adopted written standards in June 2015 requiring compliance w/fair housing, including reporting impediments to the Con Plan jurisdiction, and providing program participants w/info on rights and remedies .

4A-6. Compare the number of RRH beds available to serve populations from the 2016 and 2017 HIC.

	2016	2017	Difference
RRH beds available to serve all populations in the HIC	1,010	2,567	1,557

4A-7. Are new proposed project applications requesting \$200,000 or more in funding for housing rehabilitation or new construction? Yes

4A-7a. If “Yes” was selected in question 4A-7, provide a description of the activities and the project(s) that will be undertaken by project applicants that receive CoC funding to comply with section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) (Section3) and HUD’s implementing rules at 24 CFR part 135 to provide employment and training opportunities for low-and very -low income persons, as well as contracting and other economic opportunities for businesses that provide economic opportunities to low-and very-low income persons. (limit 1000 characters)

The support plan created for each resident includes activities designed to help clients achieve greater independence and earn income. All residents will have the opp to participate in Housing Works’ Second Life Job Training Program or Peer Program. Peer Program offers courses in computer literacy writing ldrship skills & resume/interview skills as well as internships in relevant vocational areas. Job Training Program is a 1 yr program designed to place clients in a fulltime job at the conclusion of the program. Training is provided in literacy enhancement quantitative skills employment readiness selfesteem enrichment conflict resolution cultural sensitivity & financial management. Job skills are

learned through onthejob training within the org and are supplemented by coursework. Upon graduation, each client is offered employment at Housing Works. Construction contracts will also be awarded to local minority and womenowned businesses for at least 30% of the total construction value.

4A-8. Is the CoC requesting to designate one or more SSO or TH projects to serve homeless households with children and youth defined as homeless under other Federal statues who are unstably housed (paragraph 3 of the definition of homeless found at 24 CFR 578.3). No

4B. Attachments

Instructions:

Multiple files may be attached as a single .zip file. For instructions on how to use .zip files, a reference document is available on the e-snaps training site:
<https://www.hudexchange.info/resource/3118/creating-a-zip-file-and-capturing-a-screenshot-resource>

Document Type	Required?	Document Description	Date Attached
01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants	Yes	01. 2016 CoC Cons...	09/26/2017
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes	02. CoC Consolida...	09/27/2017
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	03. Rating Review...	09/27/2017
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	04. CoC's Rating ...	09/27/2017
05. CoCs Process for Reallocating	Yes	05. NOFA 2017 Pro...	09/27/2017
06. CoC's Governance Charter	Yes	06. Written Stand...	09/27/2017
07. HMIS Policy and Procedures Manual	Yes	07. HMIS Policy a...	09/01/2017
08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes	No		
09. PHA Administration Plan (Applicable Section(s) Only)	Yes	09. PHA Administr...	09/25/2017
10. CoC-HMIS MOU (if referenced in the CoC's Governance Charter)	No	10. CoC HMIS MOU	09/25/2017
11. CoC Written Standards for Order of Priority	No	11. CoC Written S...	09/20/2017
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	13. HDX-system Pe...	08/29/2017
14. Other	No	CoC Notice of Acc...	09/14/2017
15. Other	No		

Attachment Details

Document Description: 01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants

Attachment Details

Document Description: 02. CoC Consolidated Application - public posting evidence of process, application, attachments, priority listing, rankings

Attachment Details

Document Description: 03. Rating Review Procedure - 2017 final attachments-Rev.pdf

Attachment Details

Document Description: 04. CoC's Rating & Review Procedure & Public Posting Evidence

Attachment Details

Document Description: 05. NOFA 2017 Process for Reallocation NYC CCoC-Rev.pdf

Attachment Details

Document Description: 06. Written Standards, HMIS MOU, By Laws

Attachment Details

Document Description: 07. HMIS Policy and Procedures Manual

Attachment Details

Document Description:

Attachment Details

Document Description: 09. PHA Administration Plan (Applicable Section(s) Only)

Attachment Details

Document Description: 10. CoC HMIS MOU

Attachment Details

Document Description: 11. CoC Written Standards for Order of Priority

Attachment Details

Document Description:

Attachment Details

Document Description: 13. HDX-system Performance Measures

Attachment Details

Document Description: CoC Notice of Accepted and Ranked Projects

Attachment Details

Document Description:

Submission Summary

Ensure that the Project Priority List is complete prior to submitting.

Page	Last Updated
1A. Identification	08/22/2017
1B. Engagement	09/07/2017
1C. Coordination	09/27/2017
1D. Discharge Planning	08/29/2017
1E. Project Review	09/28/2017
1F. Reallocation Supporting Documentation	09/27/2017
2A. HMIS Implementation	09/25/2017
2B. PIT Count	09/05/2017
2C. Sheltered Data - Methods	09/23/2017
3A. System Performance	09/23/2017
3B. Performance and Strategic Planning	09/25/2017

4A. Mainstream Benefits and Additional Policies	09/25/2017
4B. Attachments	09/27/2017
Submission Summary	No Input Required



Process for Reallocating

2017 CoC Program Competition

The CoC has implemented a comprehensive process that uses housing inventory, PIT count, and project and system performance data to determine how best to use available CoC program resources to end homelessness within NYC. The CoC seeks to reallocate projects as needed to improve system performance and actively encourages organizations that currently receive or have previously received CoC Program funds and organizations that have never received CoC Program funds to apply for new projects funded through both reallocation and bonus dollars. This process is described below.

CoC offers provider education & technical assistance regarding reallocation

- CoC shares and discusses at membership and Steering Committee meetings research showing that transitional housing is generally more expensive than other housing models serving similar populations yet produces similar outcomes.
- CoC discusses reallocation options at membership and Steering Committee meetings and encourages projects to consider reallocation.
- CoC web-site includes resources to help organizations assess and implement reallocation options.
- The New York City Department of Homeless Services (DHS), CoC Chairs and contracted consultants offer guidance to organizations interested in pursuing reallocation.
- Performance and Quality Improvement (PQI) committee meets with executive staff of agencies operating low performing programs, discusses voluntary reallocation options and the possibility of the CoC mandating reallocation, as appropriate.

Providers are assisted to voluntarily reallocate

- Providers enrolled in PQI and those that are not are assisted to review projects against HUD and CoC performance criteria and funding priorities to determine the extent to which each project is necessary, aligned to funding priorities and achieving desired outcomes.
- Steering Committee adopts a process annually for projects interested in reallocation to notify the CoC.
- DHS, CoC Chairs and contracted consultants provide technical assistance as needed.
- Projects that decide to voluntarily reallocate an existing project and wishing to develop a new project are required to apply through the competitive RFP process described below.

Evaluation Committee establishes performance criteria and identifies under-performing projects

- Evaluation Committee discusses and recommends draft renewal evaluation process and criteria.
- Steering Committee seeks feedback from members and adopts evaluation process and criteria.
- CoC sends final evaluation tool to email list & posts to CoC website.
- CoC holds public information sessions regarding evaluation criteria.
- CoC announces preliminary renewal evaluation results & evaluation appeals process to email list.
- Appeals Committee hears and decides appeals.
- CoC announces final evaluation results and posts results to CoC website.

Performance and Quality Improvement Process & Reallocation Decisions

- Projects scoring in the bottom 10% on the CoC's annual evaluation are assessed for participation in the CoC's performance and quality improvement (PQI) process.
- PQI requires engagement from agency executives, submission of corrective action plans, more frequent analysis of project performance, offers technical assistance, and may make recommendations to the Steering Committee regarding reallocation.
- The Steering Committee also considers historical performance evaluation and spending data and considers additional projects for reallocation, as necessary, based on performance and under spending.
- Proposals for reallocation are discussed at Steering Committee meetings, and reallocation decisions are adopted by the Steering Committee.
- Projects slated for full or partial reallocation may submit an appeal. Appeals Committee hears and decides appeals.

Steering Committee seeks & Review Committee Scores & selects new project applications

- Steering Committee analyzes the most critical gaps in the housing inventory, & determines the type of new project applications that will be sought.
- CoC posts to its website and widely distributes via email an RFP for new projects funded through both bonus and reallocation.
- The CoC welcomes and solicits new project applications from organizations that currently receive or have received CoC Program funds and from organizations that have never received CoC Program funds as follows - See evidence included as Attachment 1.
 - CoC posted new project application publicly on CoC website starting on May 25th 2017
 - CoC sends information about the RFP opportunity out to its email list, which includes more than 550 individuals.
 - CoC partners widely distribute information about the RFP opportunity to their email lists, which include dozens of organizations that do not currently receive and have never received CoC program funds.
- CoC provides a question and answer session for agencies interested in applying for funds.
- DHS, CoC Chairs and contracted consultants provide technical assistance as needed to ensure that the process is accessible to any applicant, including those that have not previously received funding.
- The Steering Committee appoints a review committee of subject matter experts to review, rate, rank & competitively select new project applications for inclusion in the CoC Priority Listing.
- The Committee uses objective criteria to score applications and selects the highest scored applications for ranking and inclusion in the Priority Listing.
- DHS, CoC Chairs and contracted consultants provide additional technical assistance as needed to ensure that selected applicants, including those that have not previously received funding, receive the assistance they need to successfully submit new project applications in e-Snaps.
- Steering Committee discusses and adopts final ranking.

Attachments: 1-7 New Projects RFP, Evidence of Public Posting, Email Outreach and Website Notices

Attachment 1 of 7: New Projects RFP Attachments 1-7

New York City Continuum of Care 2017

Request for Proposals for New Housing Projects (PSH, RRH, & Joint TH/RRH) – REVISED 7/28/17

DEADLINE EXTENDED BY DHS: Wednesday August 9th

INSTRUCTIONS

The New York City Continuum of Care (NYC CoC) is seeking applications for housing projects for inclusion in the CoC’s 2017 application for HUD Continuum of Care funds. Based on the currently available estimate from HUD, in the 2017 CoC Competition, NYC CoC is eligible for **\$6,800,102 in Bonus** funding. The total funds available for new projects will be determined based on the final bonus amount as determined by HUD combined with any amount of funding that the NYC CoC Steering Committee determines shall be reallocated from existing renewal projects – currently estimated at **\$1.4 Million, and subject to change**. Individual projects may be funded through either bonus or reallocation funds: HUD allows each individual project application to be funded by only one of those two sources. Once projects have been selected for inclusion in the application to HUD, the NYC CoC Team will work with applicants to determine under which source the final project application should be submitted in eSNAPS. As necessary, applicants may be required to submit 2 separate applications in eSNAPS.

The NYC CoC encourages applications from applicants that have never previously received CoC funds as well as from applicants that are currently receiving or have in the past received CoC funds. The NYC CoC is seeking applications for the following project types:

- New **Permanent Supportive Housing (PSH)** projects that are dedicated to 100 percent chronically homeless individuals and families including youth/young adults experiencing chronic homelessness, or “DedicatedPlus” projects as defined below.*
- New **Rapid Rehousing (RRH)** projects that will serve homeless individuals and families, including youth, who meet the criteria defined below.
- A new project type: Joint **Transitional Housing (TH) and Rapid Rehousing (RRH)**, which will combine TH and RRH into a single project to serve individuals and families experiencing homelessness as described below. Agencies interested in seeking funding for joint TH-RRH should review [Snaps-in-Focus-New Joint Transitional Housing and Rapid Re Housing Component](#)

RRH projects may serve individuals and families, including unaccompanied youth, who meet the following criteria:

- 1) residing in a place not meant for human habitation;
- 2) residing in an emergency shelter or coming directly from the streets;
- 3) persons who qualify under paragraph (4) of the definition of homelessness, including persons fleeing or attempting to flee domestic violence situations (see definitions section);
- 4) residing in a transitional housing project that was eliminated in the FY2017 CoC Competition;

- 5) residing in transitional housing funded by a Joint TH-RRH component project;
- 6) receiving services through a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.

Joint TH-RRH projects may serve individuals and families, including unaccompanied youth, who meet the following criteria:

- 1) Directly from the street or other locations not meant for human habitation.
- 2) Directly from emergency shelters (this includes domestic violence emergency shelters).
- 3) Directly from safe havens.
- 4) Persons at imminent risk of losing their night time residence within 14 days, have no subsequent housing identified, and lack the resources to obtain other housing¹
- 5) Persons fleeing domestic violence (or attempting to flee and including human trafficking, victims of sexual assault, stalking, and dating violence).
- 6) Directly from transitional housing
- 7) Persons receiving services through a Department of Veterans Affairs (VA)-funded homeless assistance program.

Individuals coming from an institution where they have resided for 90 days **or** less AND have entered the institution from the streets, emergency shelter, **or** safe haven, maintain their homeless status during that time. Include these program participants in the percentages on page 18 of this application for streets and places not meant for human habitation, emergency shelters, and safe havens accordingly.

Joint **Transitional Housing (TH) and Rapid Rehousing (RRH)** projects include two existing program components – transitional housing and rapid re-housing in a single project to serve individuals and families experiencing homelessness. HUD will limit eligible costs as follows, in addition to other limitations as defined in the CoC Program Interim Rule: capital costs (i.e., new construction, rehabilitation, or acquisition, leasing of a structure or units, and operating costs to provide transitional

¹ The NYC CoC Written Standards establish the following limitations on admissions in this category for projects that do not target youth under 25 or victims of domestic violence: The primary objective of transitional housing is to end literal homelessness within the CoC. Eligibility is, generally, restricted to families and individuals who are literally homeless, including those who may also be fleeing or attempting to flee domestic violence and who are literally homeless (homeless definition Category 1 and Category 4, if also literally homeless). Transitional housing projects may admit people who are at imminent risk of homelessness (Category 2) only when the applicant met the literal homelessness (Category 1) definition within the past 2 years. Such admissions should be rare and may not, generally, comprise more than 10% of program admissions.

housing; short or medium-term tenant-based rental assistance (i.e., up to 24 months) on behalf of program participants to pay for the rapid rehousing portion of the project; supportive services; HMIS, and project administrative costs.

When a participant is enrolled in a Joint TH-RRH component project, the recipient or sub-recipient must be able to provide both components, including the units supported by the TH component and the tenant-based rental assistance and services provided to all participants. A participant may choose to receive only the TH unit or the RRH assistance, but the recipient and sub-recipient must make both types of assistance available.

New in the FY 2017 CoC Program Competition, HUD will allow project applicants to apply for a new **expansion project** under the reallocation process or bonus in order to expand existing eligible renewal projects that will increase the number of units in the project or allow the recipient to serve additional persons. HUD has clarified that the component type for the existing project and the new expansion project must be identical (e.g., an existing PSH project may only apply for a PSH expansion, an existing RRH project may only apply for a RRH expansion, and, since it is an entirely new component type, Joint TH-RRH projects may not be funded as an expansion). Projects may not apply for an expansion to replace other funding sources. Applicants seeking funding for an expansion project should complete the relevant section of this application.

Existing TH projects may reallocate their current funds to enable creation of a new Joint TH-RRH Project. Applicants wishing to consider this option should consider the following:

- By enabling RRH assistance, this option will provide expanded exit options for project participants beyond those currently available to TH participants, who are not currently eligible for CoC funded RRH.
- HUD has clarified that RRH participants maintain their chronic homeless status. This enables projects to use RRH as a bridge to PSH for disabled chronically homeless participants.
- Participants in existing TH projects that are no longer being funded in the 2017 CoC Competition, including those residing in TH projects choosing to reallocate to joint TH-RRH, will be eligible for assistance under the new Joint TH-RRH component Type.
- Applicants should note that a vote on the following motion will occur at the 8/18/17 Steering Committee meeting:

For existing Transitional Housing (TH) projects wishing to reallocate to create a new Joint Transitional Housing - Rapid Re-housing (TH-RRH) project, assuming their new project application is of sufficiently high quality to pass HUD threshold criteria, and is determined by the review committee to: 1) demonstrate adequate applicant capacity to manage the project, 2) fill a critical gap in the CoC and 3) meet the needs of proposed participants, the new project will be ranked in a manner that is consistent with the evaluation score of their existing TH project.

To enable addition of the RRH component, such projects would be able to submit a new project application for more funding than they currently receive for the existing TH project. The CoC reserves the right to place reasonable limitations on the amount of additional funds awarded (e.g., based on funds available and to ensure cost-effectiveness, including that costs do not deviate substantially from the

norm). If they determine that the amount awarded is insufficient to adequately operate the proposed Joint TH-RRH project or the review committee decides not to award the proposed project, agencies may opt to continue their existing TH project and rescind their Joint TH-RRH application.

These provisions would be incentives for projects that scored well on their renewal project evaluation and that would be ranked in Tier 1 to consider reallocation to create a new Joint TH-RRH project.

- Applicants should also that HUD will consider the new Joint TH-RRH project to be an entirely new project. Funding for the existing TH project will end in accordance with the end date of the grant agreement funded through the 2016 CoC Competition. Recipients may seek a no cost extension from HUD to enable full spending of any remaining funds beyond the scheduled grant end date. The start date of any new Joint TH-RRH project funded through the 2017 CoC Competition would be determined following the award announcement by HUD. The new project would start sometime in Calendar Year 2018, and there may be a gap between the end date of the existing TH project and the start date of the new Joint TH-RRH project.

Please note that this application is based on the best information that is currently available and the NYC CoC may need to revise the requirements described herein and/or request additional information based on additional guidance received from HUD and/or policy decisions made by the NYC CoC Steering Committee.

All applications for PSH, RRH, and Joint TH-RRH projects are due by close of business on Wednesday August 9th and should be sent to NYCCCoC@hra.nyc.gov. Only emailed proposal packets will be accepted. The NYC CoC reserves the right to announce an extended deadline as needed, though additional extensions are unlikely.

Applicants may submit questions to [Michael Brydges](#) or [Charlie Winkler](#).

Project Requirement and Priorities:

- Eligible activities/projects for the Funds:
 - All projects must be Permanent Supportive Housing, Rapid Re-Housing, or Joint Transitional Housing – Rapid Re-Housing
 - Projects can request funds for
 - PSH: Rental assistance, leasing, operating, construction, acquisition, rehabilitation
 - RRH: Rental assistance (must be tenant-based –TBRA)
 - Joint TH-RRH: Rental assistance to pay for RRH assistance (must be tenant-based – TBRA), leasing, operating, construction, acquisition, rehabilitation to provide transitional housing
 - ALL Projects: Supportive Services
 - ALL Projects: HMIS
 - ALL Projects: Admin

- Term – Projects may request up to 5 years of funding for rental assistance, operating, or supportive services, and up to 3 years for leasing and capital funds. The NYCCoC reserves the right to change the maximum allowable term for final applications submitted to HUD based on NOFA requirements and/or strategic priorities such as those aimed at maximizing federal funding.
- Projects seeking construction, acquisition, rehabilitation funds must provide a deed demonstrating site control for a building or units where evidence of site control exceeds the requested grant term.
- The FY 2017 HUD Appropriations Act requires HUD to obligate FY 2017 CoC Program funds by September 30, 2019. Obligated funds remain available for expenditure until September 30, 2024. However, HUD reserves the right to require an earlier expenditure deadline under a grant agreement. The applicant is expected to initiate the approved projects promptly in accordance with the requirements of the NOFA. Grant terms, and associated grant operations, may not extend beyond the availability of funds. Applicants must plan accordingly and only submit applications that can start operations in a timely manner with sufficient time to complete post award process within the awarded grant term. In addition, HUD will take action if the grantee fails to satisfy the timeliness standards found in 24 CFR 578.85. HUD strongly encourages all rental assistance to begin within 12 months of award. Awards are anticipated to occur in approximately December 2017. The NYC CoC reserves the right to change requirements related to timeliness of expenditures for final applications submitted to HUD based on NOFA requirements and/or strategic priorities such as those aimed at rapid project start-up.
- The NYC CCoC reserves the right to prioritize funding for applications that will be ready for occupancy no later than 6 months after the award of funds. Awards are anticipated to occur in approximately December 2017.
- Projects cannot combine the following types of assistance in a single structure or housing unit:
 - Leasing and acquisition, rehabilitation, or new construction
 - Tenant-based rental assistance and acquisition, rehabilitation, or new construction
 - Short or medium-term rental assistance and acquisition, rehabilitation, or new construction
 - Rental assistance and leasing
 - Rental assistance and operating

Joint TH-RRH projects may combine capital costs (acquisition, rehabilitation, or new construction), leasing of a structure or units, and operating costs to provide transitional housing with short or medium-term rental assistance to pay for the rapid re-housing portion of the project.

- Projects, except as prohibited to protect victims of domestic violence, dating violence, sexual assault, or stalking, must agree to enter client data into the NYC CCoC HMIS. Excepted projects must enter data into a comparable database.
- All projects must participate in the annual homeless count(s), and any applicable coordinated access system, and comply with the NYCCoC Written Standards www.nychomeless.com and all other NYC CCoC Policies and Procedures.
- Applications must demonstrate:
 - A plan for **rapid implementation** of the program; the project narrative must document how, and when, the project will be ready to begin housing the first

program participant, when the project will achieve full occupancy, and a detailed plan for how the project will ensure timely implementation.

- A connection to **mainstream service systems**, specifically:
 - 1) that activities are in place to identify and enroll all Medicaid-eligible program participants; AND
 - 2) whenever possible, that the project includes Medicaid-financed services, including case management, tenancy supports, behavioral health services, or other services important to supporting housing stability. Project applicants may include Medicaid-financed services either by the recipient receiving Medicaid coverage payments for services provided to project participants or through formal partnerships with one or more Medicaid billable providers (e.g., Federally Qualified Health Centers). Medicaid-financed health services provided in a hospital setting do not qualify. Where projects can demonstrate that there are barriers to including Medicaid-financed services in the project, they must demonstrate that the project leveraged non-Medicaid resources available in the CoC's geographic area, including mainstream behavioral health system resources such as mental health or substance abuse prevention and treatment block grants or state behavioral health system funding.
 - 3) that services are in place to connect participants to mainstream resources, including benefits, health insurance and employments services
 - 4) for stable PSH participants, that the project will assess participants' interest in moving on to independent affordable housing, and offer assistance, as indicated, to help tenants who would like to move on to explore independent housing options and apply for mainstream affordable housing opportunities
 - Experience in operating a successful **Housing First** program and a program design that meets the definition of Housing First as adopted by the NYC CCoC (see Housing First Practices in the Appendix).
 - A plan for outreach to the eligible population.
 - That the project is cost-effective, including costs of construction, operations, and supportive services with such costs not deviating substantially from the norm in that locale for the type of structure or kind of activity.
 - That they meet HUD's match requirements (See page 28)
- Eligible localities:
 - Projects must be located within the five boroughs of New York City.
 - Eligible populations:
 - PSH:
 - All projects must dedicate 100% of units to chronically homeless individuals and/or families, as defined by HUD (or 100% of units to populations who meet the Dedicated Plus criteria (See Appendix).
 - PSH project applicants must demonstrate that they will first serve people experiencing chronic homelessness according to the order of priority established in the NYC CoC Written Standards (available at: www.nychomeless.com). Note that HUD released updated guidance regarding prioritization of people experiencing chronic homelessness in PSH and the NYC CoC Steering Committee recently amended the NYC CoC Written Standards accordingly. Please go to www.nychomeless.com for more information.

- Disabilities: All projects must serve exclusively disabled individuals as defined by HUD (See Appendix)
- RRH may serve individuals and families, including unaccompanied youth, who meet the following criteria:
 - residing in a place not meant for human habitation;
 - residing in an emergency shelter or coming directly from the streets;
 - persons who qualify under paragraph (4) of the definition of homelessness, including persons fleeing or attempting to flee domestic violence situations (see definitions section);
 - residing in a transitional housing project that was eliminated in the FY2017 CoC Competition;
 - residing in transitional housing funded by a Joint TH-RRH component project;
 - receiving services through a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.
- Joint TH-RRH may serve individuals and families, including unaccompanied youth, who meet the following criteria:
 - Coming directly from the street or other locations not meant for human habitation.
 - Coming directly from emergency shelters (this includes domestic violence emergency shelters).
 - Coming directly from safe havens.
 - Persons at imminent risk of losing their night time residence within 14 days, have no subsequent housing identified, and lack the resources to obtain other housing²
 - Persons fleeing domestic violence (or attempting to flee and including human trafficking, victims of sexual assault, stalking, and dating violence).
 - Coming directly from transitional housing
 - Persons receiving services through a Department of Veterans Affairs (VA)-funded homeless assistance program.

² The NYC CoC Written Standards establish the following limitations on admissions in this category for projects that do not target youth under 25 or victims of domestic violence: The primary objective of transitional housing is to end literal homelessness within the CoC. Eligibility is, generally, restricted to families and individuals who are literally homeless, including those who may also be fleeing or attempting to flee domestic violence and who are literally homeless (homeless definition Category 1 and Category 4, if also literally homeless). Transitional housing projects may admit people who are at imminent risk of homelessness (Category 2) only when the applicant met the literal homelessness (Category 1) definition within the past 2 years. Such admissions should be rare and may not, generally, comprise more than 10% of program admissions.

Individuals coming from an institution where they have resided for 90 days **or** less AND have entered the institution from the streets, emergency shelter, **or** safe haven, maintain their homeless status during that time.

- Except as noted above, persons in transitional housing **are not eligible** for new PSH or RRH projects funded through this RFP.
- Eligible applicants:
 - Eligible project applicants for the CoC Program Competition are nonprofit organizations, States, local governments, and instrumentalities of State and local governments, and public housing agencies.
 - Applications shall only be considered from project applicants in good standing with HUD, which means that the applicant does not have any open monitoring or audit findings, history of slow expenditure of grant funds, outstanding obligation to HUD that is in arrears or for which a payment schedule has not been agreed upon, or history of serving ineligible program participants, expending funds on ineligible costs, or failing to expend funds within statutorily established timeframes.
- Priorities:
 - Bonus points will be available to PSH, RRH, and Joint TH-RRH projects that dedicate a minimum of 50% of units for unaccompanied and parenting youth under age 25.
 - Bonus points will be available to PSH projects that demonstrate a viable plan to begin housing eligible participants within 12 months of award and to achieve full occupancy within 18 months of award.
 - Additional bonus points will be available to PSH projects that demonstrate a viable plan to begin housing eligible participants within 6 months of award and to achieve full occupancy within 12 months of award.
 - Bonus points will be available to Joint TH-RRH and RRH projects that demonstrate a viable plan to begin housing eligible participants within 4 months of award and to achieve full occupancy within 8 months of award.
 - Bonus points will be awarded for projects that prioritize Veterans who are ineligible to receive HUD-VASH/SSVF services.
 - Bonus points will be given to projects that will employ homeless and/or formerly homeless individuals.

APPLICATION

All information requested in this application is required, and the CoC reserves the right not to review applications that:

- Are late
- Are incomplete
- Are submitted by ineligible applicants
- Do not indicate that the proposed project will meet all eligibility requirements
- Exceed the following maximum page limit: *combined 15 page limit using a 12 point font with one inch margin for Sections 1 (Organizational Experience and Capacity), 2 (Project Description, and 3 (Supportive Services for Participants).*
- Propose costs that deviate substantially from the norm in the locale for the type of structure or kind of activity proposed.

Applications are due by COB on Wednesday August 9th and should be sent to NYCCCoC@hra.nyc.gov

- Please contact Michael Brydges at brydgesm@hra.nyc.gov for questions about the form or process.

1. Project Applicant Information:

- a. Name of Organization: _____
- b. Organization Type
 - Units of Local Government Non-profit 501(c)(3) PHA
 - State Government Other: Describe _____
- c. DUNS Number: _____

2. Sub-Recipient Organization (if applicable):

- a. Name of Organization: _____
- b. Organization Type
 - Units of Local Government Non-profit 501(c)(3) PHA
 - State Government Other: Describe _____
- c. DUNS Number: _____

3. Contact person for this application:

- a. Name: _____ Title: _____
- b. Phone: _____
- c. Email: _____

4. Project Address: _____

5. Type of Project: PSH RRH Joint TH - RRH

6. Is this an expansion project? YES No

If this is an expansion project, please indicate:

- a. Is this project seeking expansion funds to replace other funding sources?

YES No (Note: use of expansion funds to replace other sources is not permitted)

- b. **Component Type of the existing project:** PSH RRH
- c. **Component Type of the expansion project:** PSH RRH (component types of the existing and expansion projects must be identical)
- d. **Grant # of the eligible renewal project that is requesting expansion:**

- e. **Point in Time (PIT) Project Capacity:**

	<i>PIT Capacity - Existing Project</i>	<i>PIT Capacity – New Project</i>	<i>Total PIT Capacity – Existing Project + New Project</i>
# of Units			
# of Beds			
# of Households Served			
# of People Served			

7. **Proposed Project Term:** _____ Years

8. **Proposed Project Budget - Annual**

Activities	Annual Assistance Requested
Rental Assistance	
Indicate Type of RA (if applicable)	<input type="checkbox"/> TBRA (Required for RRH) <input type="checkbox"/> PBRA <input type="checkbox"/> SBRA
Leasing	
Supportive Services	
Operations	
Rehabilitation	
New Construction	
Acquisition	
HMIS	
Sub-total Request (Add all lines above)	
Administrative costs (Up to 10% of subtotal) ³	

³ NYCCoC reserves the right to limit administrative requests for final applications submitted to HUD based on strategic priorities such as those aimed at maximizing direct assistance. Applicants should note that only the following types of costs are eligible as administrative expenses under the CoC program: Preparing program budgets and schedules; developing compliance systems; monitoring compliance; developing agreements with sub-recipients and contractors; preparing reports

Total Annual Request (Add Sub-total and Admin)	
Cash Match	
In-kind Match	
Total Match (Add cash and in-kind match) must be at least 25% of total request excluding leasing ⁴	
Total Annual Budget (Add Total Request and Total Match)	

and documents for HUD; coordinating audit and monitoring findings resolution; evaluating the program against objectives; managing/supervising the functions above; travel costs incurred for monitoring of subrecipients; administrative services performed under third party contracts (legal, accounting, and audit services); other costs for goods and services required for the administration of the program (rental or purchase of equipment, insurance, utilities, rental/maintenance of office space); providing training on CoC requirements and attending HUD-sponsored training; environmental review. Admin funds must be allocated only to the eligible costs listed above.

⁴ NYCCoC discourages projects from committing more than the required match. HUD will monitor based on the amount committed in the application and overcommitting increases recapture risk.

9. Proposed Project Budget – Total (applies only to projects requesting a term of more than 1 year)

Activities	Total Assistance Requested over Full Term
Subtotal Multi-Year Request (Multiply applicable lines by # of years)	
Administrative costs (Up to 10% of subtotal) ⁵	
Total Annual Request (Add Sub-total and Admin)	
Cash Match	
In-kind Match	
Total Match (Add cash and in-kind match) must be at least 25% of total request excluding leasing ⁶	
Total Budget Over Full Term (Add Total Request and Total Match)	

10. Housing Type

- a. Type: Single Site Scatter Site
- b. Total Number of Units: _____
- c. Total Number of Beds: _____

11. A. Population to be Served in the Project (Point-in-Time)

Households	Households with At Least One Adult and One Child	Adult Households without Children	Households with Only Children	Total
Total Number of Households				

**B. Population to be Served in the Project (Annually – over the course of a year)
(Not applicable for PSH - Applies to RRH and Joint TH-RRH only)**

Households	Households with At Least One Adult and One Child	Adult Households without Children	Households with Only Children	Total
Total Number of Households				

⁵ NYCCoC reserves the right to limit administrative requests for final applications submitted to HUD based on NOFA requirements and/or strategic priorities such as those aimed at maximizing direct assistance.

⁶ NYCCoC discourages projects from committing more than the required match. HUD will monitor based on the amount committed in the application and overcommitting increases recapture risk. Projects are encouraged to move excess match to leverage.

1. Organizational Experience and Capacity of Applicant & Sub-Recipients

PLEASE NOTE: maximum combined page limit is 15 pages using a 12 point font with one inch margin for Sections 1 (Organizational Experience and Capacity), 2 (Project Description), and 3 (Supportive Services for Participants).

- A. Describe the experience of the project applicant, sub-recipients (if applicable), and partner organizations (e.g., key contractors, service providers if applicable) as it relates to providing supportive services and housing for homeless persons, and carrying out the activities of the project. Be sure to provide concrete examples that illustrate (1) experience/expertise with renting units, operating rental assistance, and providing supportive services similar to the activities proposed in the applications (2) working with and addressing the target population's identified housing and service needs. Specifically describe your experience with:
- the Housing First model
 - delivering or securing Medicaid funded services for participants in the agency's programs
 - linking participants to mainstream resources, including benefits, health insurance, employment services, and mainstream affordable housing
 - assessing stable participants' interest in moving on to independent affordable housing and offering assistance, as indicated, to help tenants who would like to move on to explore independent housing options and apply for mainstream affordable housing opportunities (PSH ONLY)
- B. Describe experience of project applicant and partners (if applicable) relating to serving the eligible population you are proposing to serve.
- C. Describe the basic organization and management structure of the applicant and subrecipients (if any). Include description of internal and external coordination, structures for managing basic organization operations, and an adequate financial accounting system that will be used to administer the grant.
- D. Describe the experience of the applicant and potential subrecipients (if any), in effectively utilizing federal funds and performing the activities proposed in the application, given funding and time limitations.
- E. Describe the experience of the applicant and potential subrecipients (if any) in identifying and securing matching funds and leveraging other Federal, State, local, and private sector funds. If the applicant and subrecipient have no experience, indicate "No experience leveraging other Federal,

State, local or private sector funds.”

F. Have any of your agency’s HUD funded programs (including ESG) received a HUD audit in the last 12 months? yes no

If yes, were there any findings from the audit? yes no

If there were findings, please describe the findings and your agency’s corrective actions to satisfy the findings and attach a copy of the corrective action plan that you submitted to HUD.

G. Are there any unresolved monitoring or audit findings for any HUD grants (including ESG) operated by the applicant or potential subrecipients (if any)?

Yes No

If Yes, describe the details of unresolved monitoring or audit findings and steps that will be taken to resolve.

H. Have you returned any funds to HUD on any existing grants in the last two years?

Yes No

If yes, how much has been returned?

What is the reason that the funds have been returned?

What actions are you taking to ensure full spending?

I. Do you have any outstanding obligation to HUD that is in arrears or for which a payment schedule has not been agreed upon?

Yes No

If yes, how much is owed?

What is the reason for the obligation to HUD?

What is preventing establishing a payment schedule?

J. Have you consistently drawn down funds at least quarterly on all HUD CoC grants in the last two years? Yes No

If no, what is the reason that the funds have not been drawn down?

What actions are you taking to ensure timely draw down?

K. Have you submitted on time Annual Progress Reports (APRs) for all HUD CoC grants in the last two years? Yes No

If no, what is the reason that APRs were late?

What actions are you taking to ensure timely submission?

12. Project Description

- A. Provide a description that addresses the entire scope of the proposed project. The project description should be complete and concise. It must address the entire scope of the project, including a clear picture of the community/target population(s) to be served, the plan for addressing the identified needs/issues of the CoC community/target population(s), projected outcome(s), and any coordination with other source(s)/partner(s). The description must be consistent with other parts of this application and identify:
- The target population including the number of single adults and the number of families with children to be served when the project is at full capacity
 - Address and location of units
 - Type and number of units – scatter site or single site, single or multi-family homes, etc.
 - The specific services that will be provided and outreach methods to be used to serve the long-term homeless population
 - Projected outcomes
 - Coordination with partners
 - Project timeline – when units will be developed or leased-up
 - HMIS implementation
 - How the project will leverage or deliver Medicaid and other mainstream services to participants
- B. Describe the estimated schedule for the proposed activities, the management plan, and the method for assuring effective and timely completion of all work.
- C. In cases where the proposed project is expanding an existing project, describe how the requested funds will supplement existing services and resources, and increase participants served.

D. Describe a plan for **rapid implementation** of the program; Indicate the month and year in which the project will begin to house eligible participants, the month and year in which the project will achieve full occupancy, and a detailed plan for ensuring timely and full project rent-up. If any project site is not currently owned or under a lease agreement, provide a summary of relevant contracts and agreements (e.g., with local landlords, housing locator specialists, public housing authority, other partner organizations) needed for the achievement of project operation. The narrative must provide evidence that ensures there will be no delay in service provision to participants, operation of CoC management systems, or the leasing of units for reasonable rents.

E. Will the project receive referrals only through one of NYC’s established local Coordinated Access systems (e.g. HRA 2010e, HASA, DHS Housing Unit, etc.)

Yes No

If No, please explain why and provide information about how the project will ensure access to the proposed project using a low barrier approach and appropriate targeting of resources to eligible participants whose level of need is appropriate to the proposed model type.

F. PSH Only: Describe recipient/subrecipient capacity for assessing need, prioritizing persons with the most severe needs and outreaching to identify chronically homeless people and the specific plan for how the project will first serve the chronically homeless according to the order of priority established in the NYC CoC Written Standards (available at: www.nyhomeless.com). Note that HUD has released updated guidance regarding prioritization of people experiencing chronic homelessness in PSH and the NYC CoC Steering Committee recently updated the written standards accordingly. Please go to www.nyhomeless.com for more information.

G. Describe recipient/subrecipient experience with and a description of the program design for implementing Housing First.

H. Will participants be required to live in a particular structure, unit, or locality, at some point during the period of participation? Yes No

Will more than 16 persons reside in a structure? Yes No

If yes, please answer the following questions

- Describe local market conditions that necessitate a project of this size.
- Describe how the project will be integrated into the neighborhood.

I. If the project involves capital development, please describe the proposed development activities and the responsibilities that the applicant and potential subrecipients (if any) will have in developing, operating, and maintaining the property.

J. Will your agency employ homeless and/or formerly homeless individuals in this project?

Yes No

If yes, please describe the role of these individuals in the project.

K. Describe your plans to implement a system of Continuous Quality Improvement, program evaluation, and consumer satisfaction in order to ensure that your program provides a high quality of services. Please describe how outcomes related to improving employment rates and increasing income among participants will be measured.

L. Describe your agency's existing mechanism(s) for consumer involvement and how that information is used. Describe how you would obtain consumer feedback in this new program.

III. Supportive Services for Participants

A. For projects serving **families with dependent children and single adults 24 years old or younger**, does the applicant/sponsor have policies and practices that are consistent with, and do not restrict the exercise of rights provided by the education subtitle of the McKinney-Vento Act, as updated by the Every Student Succeeds Act, and other laws relating to the provision of educational and related services to individuals and families experiencing homelessness?

Yes No

B. For projects serving **families with dependent children and single adults 24 years old or younger**, does the applicant/sponsor have a designated staff person responsible for ensuring that children are enrolled in school and connected to the appropriate services within the community, including early childhood education programs such as Head Start, Part C of the Individuals with Disabilities Act, and McKinney-Vento education services?

Yes No

C. Describe how participants will be assisted to obtain and remain in permanent housing. The description must be consistent with other parts of this application and identify:

- Plan to move eligible participants into the project
- Needs of tenants and plan for addressing those needs including but not limited to: health, behavioral health, education, employment, life skills and child care services
- How units will be identified and rent reasonableness will be determined

D. Describe how participants will be assisted to increase employment and/or income and to maximize their ability to live independently. The description must be consistent with other parts of this application and identify:

- Needs of target population and services required
- How tenants will access these services
- Coordination with other providers and mainstream systems
- How tenants will access SSI/SSDI and other mainstream benefits
- Unique needs of youth (if applicable)

E. Please identify whether the project will include the following activities:

Transportation assistance to clients to attend mainstream benefit appointments, employment training, or jobs? Yes No

Regular follow-ups with participants to ensure mainstream benefits are received and renewed? Yes No

Will project participants have access to SSI/SSDI technical assistance provided by the applicant, a subrecipient, or partner agency? Yes No

Indicate the last SOAR training date for the staff person providing the technical Assistance:

IV. Outreach for Participants

A. Enter the percentage of homeless persons who will be served by the proposed project for each of the following locations:

___ Persons who came from the street or other locations not meant for human habitation

___ Persons who came from Emergency Shelters

___ Persons who came from safe havens

___ Total of above percentages

B. Describe the outreach plan to bring eligible homeless participants into the project, including a contingency plan to ensure project rent-up in accordance with the described timeline if sufficient eligible applicants are not identified in a timely manner.

V. Supportive Services Type and Frequency:

A. For all supportive services available to participants, indicate who will provide, how they will be accessed and how often they will be provided **regardless of the resources that will be used to pay for the services.**

For Provider, indicate: "Applicant" if the applicant will provide the service directly; "Subrecipient" if a subrecipient will provide the service directly; "Partner" if an organization that is not a subrecipient of project funds but with whom a formal agreement or memorandum of understanding (MOU) has been signed will provide the service directly; or, "Non-Partner" to if a specific organization with whom no formal agreement has been established regularly provides the service to clients.

		Frequency – select one per service type				
Supportive Service	Provider	Daily	Weekly	Bi-monthly	Monthly	Does not Apply
Assessment of Service Needs						
Assistance with Moving Costs						
Case Management						
Child Care						
Education Services						
Employment Assistance/Job Training						
Food						
Housing Search/ Counseling Services						
Legal Services						
Life Skills						
Mental Health Services						
Outpatient Health Services						
Outreach Services						
Substance Abuse Treatment Services						
Transportation						
Utility Deposits						

B. How accessible are basic community amenities (e.g. medical facilities, grocery store, recreation facilities, schools, etc) to the proposed project?

- Yes, very accessible
- Somewhat accessible
- Not accessible

VI. Population/Subpopulation Characteristics

Population Characteristics	Persons in Households with At Least One Adult and One Child	Adult Persons in Households without Children	Persons in Households with Only Children	Total
Disabled Adults over age 24				
Non-disabled Adults over age 24				
Disabled Adults ages 18-24				
Non-disabled Adults ages 18-24				
Accompanied Disabled Children under age 18				
Accompanied Non-disabled Children under age 18				
Unaccompanied Disabled Children under age 18				
Unaccompanied Non-disabled Children under 18				

Totals from Above:

Total Number of Adults over age 24				
Total Number of Adults ages 18-24				
Total Number of Children under 18				
Total Persons				

SUBPOPULATIONS: For PSH, each person must be listed as chronically homeless or Dedicated Plus.

Households with At Least One Adult and One Child

	Chron. Homlss or Dedic Plus Non-Vets	Chron. Homlss or Dedic Plus Vets	Chronic Subs. Abuse	Persons with HIV/AIDS	Severely Mentally Ill	Victims of Dom. Viol.	Phys. Disab	Dvlpmt Disab	Not Other-wise Represented
Disabled Adults over age 24									
Non-disabled Adults over age 24									
Disabled Adults ages 18-24									
Non-disabled Adults ages 18-24									
Disabled Children under age 18									
Non-disabled Children under age 18									
Total Persons									

Adult Households without Children

	Chron. Homlss or Dedic. Plus Non-Vets	Chron. Homlss Or Dedic. Plus Vets	Chronic Subs. Abuse	Persons with HIV/AIDS	Severely Mentally Ill	Victims of Dom. Viol.	Phys. Disab	Dvlpmt Disab	Not Other-wise Represented
Disabled Adults over age 24									
Non-disabled Adults over age 24									
Disabled Adults ages 18-24									
Non-disabled Adults ages 18-24									
Total Persons									

Households with Only Children

	Chron. Homlss or Dedic Plus Non-Vets	Chron. Homlss Or Dedic Plus Vets	Chroni c Subs. Abuse	Persons with HIV/ AIDS	Severely Mentally Ill	Victims of Dom. Viol.	Phys. Disab	Dvlpmt Disab	Not Other-wise Represented
Unaccompanied Disabled Children >18									
Unaccompanied Non-Disabled Children >18									
Accompanied Disabled Children >18									
Accompanied Non-Disabled Children >18									
Total Persons									

VII. HMIS Participation

- a. Does your agency currently participate in HMIS? Yes No
- b. Will your agency enter data into the HMIS for this proposed project? Yes No

VIII. Budget detail – complete only the sections relevant to the type of funds your project is requesting

Rental Assistance Budget (enter number of units by unit type; the applicable Fair Market Rent (FMR) level, multiply units times FMR times 12 (1 year grant) and enter totals.

Indicate the Type of Rental Assistance:

- Project Based Tenant Based (Required for RRH) Sponsor Based

Unit Size	No. of Units	FMR	Term (12 months)	Total
Efficiency		\$		
1 Bedroom		\$		
2 Bedroom		\$		
3 Bedroom		\$		
4 Bedroom		\$		
Total				

Leasing Costs⁷:

Total Annual Assistance Requested:			
Grant Term:			
Total Request for Grant Term:			
Total Units			
FMR Area	Total Units Requested	Total Annual Assistance Requested	Total Budget Requested

⁷ HUD requires that projects using CoC leasing funds maintain leases between the recipient or sub-recipient of the CoC funds and the property owner.

Operating Costs

Enter the quantity and total budget request for each operating cost. The request entered should be equivalent to the cost of one year of the relevant operating costs. When including staff costs, please include title, salary and FTE.

Operating Costs	Quantity Description (max 400 characters)	Annual Assistance Requested
Maintenance and repair		
Electricity, Gas and Water		
Property Tax and Insurance		
Furniture		
Replacement Reserve		
Equipment		
Building Security		
Total Annual Assistance Requested		
Grant Term		
Total Request for Grant Term		

Supportive Services: Enter the quantity and total budget request for each supportive services cost. The request entered should be equivalent to the cost of one year of the relevant supportive service. When including staff costs, please include title, salary and FTE.

Eligible Costs	Quantity Description (max 400 characters)	Annual Assistance Requested
Assessment of Service Needs		
Assistance with Moving Costs		
Case Management		
Child Care		
Education Services		
Employment Assistance		
Food		
Housing Search/Counseling Services		
Legal Services		
Life Skills		
Mental Health Services		
Outpatient Health Services		
Outreach Services		
Substance Abuse Treatment Services		
Transportation		
Utility Deposits		
Operating Costs		
Total Annual Assistance Requested		
Grant Term		
Total Request for Grant Term		

Acquisition/Rehabilitation/New Construction

Enter the amount (\$) requested for eligible development costs at the structure site. The line item costs for new construction may include the actual cost of real property acquisition; however, project applicants may not enter an amount for both new construction and acquisition or rehabilitation for the same structure. For projects requesting funds for new construction, the cost of acquiring land should be included in the New Construction costs. Project applicants may apply for acquisition and rehabilitation costs for the same structure. Refer to section 578.43-47 of the CoC Program interim rule for more information, including what activities are eligible under each of these costs.

Complete the following fields related to the funds being requested for acquisition, rehabilitation, and/or new construction of the new project.

Name of Structure: _____

Street Address 1: _____

Street Address 2: _____

City: _____

State: New York

Zip Code: _____

Eligible Activity	Amount of Assistance Requested
Acquisition	
Rehabilitation	
New Construction	
Total Assistance Requested:	

HMIS

Enter the quantity and total budget request for each HMIS cost.

Eligible Costs	Quantity and Description	Annual Assistance Requested
Equipment		
Software		
Services		
Personnel		
Space and Operations		
Total Annual Assistance Requested		
Grant Term		
Total Request for Grant Term		

Sources of Match – Please complete the match table below.

Per the CoC Program Interim Rule (24 CFR 578.73), match must equal **25 percent of the total grant request including admin costs but excluding leasing costs** (i.e., any funds identified for Leased Units and Leased Structures). For example, if the ‘total assistance requested’ is \$100,000, and the project applicant did not request costs for Leased Units or Leased Structures, then the project applicant must secure commitments for match funds equal to no less than \$25,000. For example, if the ‘total assistance requested’ is \$100,000, of which \$50,000 is for Leased Units or Leased Structures, then the project applicant must secure commitments for match funds equal to no less than \$12,500 (i.e., $(100K - 50K) \times .25$).

- The total match requirement can be met through **cash, in-kind, or a combination** of the two.
- Match must be used for **eligible costs** for the program component you are applying for, as set forth in the HEARTH Interim Rule (Subpart D of 24 CFR part 578).
- **Cash sources.** A recipient or sub-recipient may use funds from any source, including any other federal sources (excluding Continuum of Care program funds), as well as State, local, and private sources, provided that funds from the source are not statutorily prohibited to be used as a match. The recipient must ensure that any funds used to satisfy the matching requirements of this section are eligible under the laws governing the funds in order to be used as matching funds for a grant awarded under this program.
- The recipient may use the value of any real property, equipment, goods, or services contributed to the project as match, provided that if the recipient had to pay for them with grant funds, the costs would have been eligible. Any such value previously used as match, may not be used again.
- If match is provided through **in-kind sources** from a third party, it must be documented by an **MOU** between the recipient or sub-recipient and the third party that will provide the services.

Services provided by individuals must be **valued at rates consistent** with those ordinarily paid for similar work in the recipient's or sub-recipient's organization. If the recipient or sub-recipient does not have employees performing similar work, the rates must be consistent with those ordinarily paid by other employers for similar work in the same labor market. The MOU must establish the **unconditional commitment**, except for selection to receive a grant, by the third party to provide the services, the **specific service** to be provided, the **profession** of the persons providing the service, and the **hourly cost** of the service to be provided.

- During the term of the grant, the recipient or sub-recipient must keep and make available, for inspection, **records documenting the service hours provided**.
- **To qualify as match, funds must come to and be disbursed by the grantee.** If benefits are paid directly to program participants, the funding is not going through the agency's books and it cannot be counted as match. For example, rent paid directly to a private landlord does not come to the grantee and so cannot qualify as match. Benefits received by tenants such as SSI, GA do not go to the grantee and cannot be used as match.

Identify Type of Contribution: Cash or In kind	Name the Source of Contribution	Identify Source as: (G) Government or (P) Private	Date of Written Commitment	Value of Written Commitment
<i>Example: Cash</i>	NYC DOHMH NY/NY III Service Funds	G	4/15/16	\$10,000
			TOTAL:	\$

OTHER FUNDING:

Are the HUD CoC funds you are requesting sufficient to operate the project to serve the # of participants proposed in this application? Yes No

If no, how much additional funding is required annually to fully support the project?

What additional funding sources and amounts, other than HUD CoC sources, are committed to this project (e.g. HUD VASH, OMH, DOHMH, HASA, LIHTC, etc.)?

Source	Amount Committed Annually

APPENDIX

DEFINITIONS OF KEY TERMS:

Category 4 – HUD Homeless Definition: HUD defines four categories under which individuals and families may qualify as homeless. Category 4 is individuals and families who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member. HUD has clarified that persons who are fleeing or attempting to flee human trafficking may qualify as homeless under paragraph 4, and therefore may be eligible for certain forms of homeless assistance under the CoC Program, subject to other restrictions that apply. HUD considers human trafficking, including sex trafficking, to be “other dangerous or life threatening conditions related to violence against the individual or family member.” Where an individual or family is fleeing, or is attempting to flee human trafficking, that has either taken place within the individual’s or family’s primary night-time residence or has made the individual or family afraid to return to their primary night-time residence; and the individual or family has no other residence; and lacks the resources or support networks to obtain other permanent housing; HUD would consider that individual or family to qualify as homeless under paragraph 4 of the definition.

Chronically Homeless: The definition of “chronically homeless” currently in effect for the CoC Program is that which is defined in the CoC Program interim rule at 24 CFR 578.3, which states that a chronically homeless person is:

1. **(a)** A “homeless individual with a disability,” as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)), who:
 - i. lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
 - ii. Has been homeless and living as described in paragraph (a)(i) continuously for at least 12 months or on at least four separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described in paragraph (a)(i). Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering an institutional care facility;
- (b)** An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (a) of this definition, before entering the facility;
- (c)** A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (a) or (b) of this definition (as described in Section I.D.2.(a) of this Notice), including a family whose composition has fluctuated while the head of household has been homeless.

DedicatedPlus projects are PSH projects where 100 percent of the beds are dedicated to serve individuals with disabilities (including unaccompanied homeless youth), and, families in which one adult or child has a disability (including unaccompanied homeless youth), and that at intake are:

- 1) experiencing chronic homelessness as defined by HUD;
- 2) residing in a TH project that will be eliminated and meets the HUD definition of chronic homelessness in effect at the time the individual or family entered the TH project;
- 3) residing in a place not meant for human habitation, emergency shelter, or safe haven; but the individuals or families experiencing chronic homelessness as defined by HUD had been admitted and enrolled in a permanent housing project within the last year and were unable to maintain a housing placement;
- 4) residing in transitional housing funded by a Joint TH and RRH component project and who were experiencing chronic homelessness as defined by HUD prior to entering the project;
- 5) residing and has resided in a place not meant for human habitation, a safe haven, or emergency shelter for at least 12 months in the last three years, but has not done so on four separate occasions;
- 6) receiving assistance through a Department of Veterans Affairs (VA) funded homeless assistance program and met one of the above criteria at initial intake.

Disabling condition:

- A physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury that: Is expected to be long-continuing or of indefinite duration; and substantially impedes the individual's ability to live independently; and could be improved by the provision of more suitable housing conditions; OR
- A developmental disability, as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002); OR
- The disease of acquired immunodeficiency syndrome (AIDS) or any condition arising from the etiologic agency for acquired immunodeficiency syndrome (HIV).

[NYC Coalition on the Continuum of Care Written Standards](#)

As required by HUD, the NYCCoC has adopted Written Standards. All CoC Program funded projects must comply in full with the applicable standards. The current written standards are available at www.nychomeless.com. All CoC Program funded projects must also comply with all HUD regulations and NOFA requirements established for the CoC Program. HUD regulations may be found at: <https://www.onecpd.info/resources/documents/CoCProgramInterimRule.pdf>.

CoC Program funded projects may also be subject to additional criteria as set forth in annual competitive application processes administered by the NYCCoC in conjunction with HUD annual CoC program competitions.

Below are excerpts from the NYCCoC written standards. Applicants are responsible for reviewing the Written Standards in their entirety.

A. Housing First Practices

Housing First is a proven method of ending all types of homelessness and is the most effective approach to ending chronic homelessness. Housing First approaches quickly connect people experiencing a

housing crisis with permanent housing without preconditions (e.g., sobriety, treatment or service participation requirements) and the supports needed to maintain housing. Evidence from communities and programs that follow a Housing First approach show that Housing First can reduce the length of time people are homeless, increase consumer choice, and increase housing stability.

Housing First is an alternative to approaches where people experiencing homelessness must demonstrate their readiness for permanent housing or otherwise participate in a linear set of time-limited housing and services before obtaining permanent housing. By contrast, Housing First is premised on the understanding that everyone is “housing ready,” that people experiencing a wide variety of barriers can successfully find and maintain housing with the right supports, and that people are better able to address their concerns and goals when stably housed.

In line with Housing First, providers should eliminate eligibility requirements that prevent higher need families and individuals from accessing their programs, especially requirements related to employment, minimum income, rental history, or substance use history. Providers who don’t have the skills to serve these families and individuals should be increasing their capacity either internally or through partnerships.

A project that adheres to a Housing First approach focuses on ensuring rapid placement and stabilization in permanent housing. This means helping clients find or directly offering permanent housing without preconditions, such as sobriety or income, avoiding requirements that are not normally included on a lease, and connecting clients to supports most critical to ongoing housing stability. Housing First is not housing only, however, as many people who experience homelessness need and want assistance with increasing their income, accessing medical care, addressing mental health and/or substance abuse issues, and dealing with other personal problems that may directly or indirectly cause them to become homeless again. Overwhelming evidence now shows that people are best able to address their personal needs when they are not on the street or in a shelter, but are instead in their own housing with the right amount of temporary or permanent financial and service supports necessary to stay housed. This also means that projects should strive to offer assistance in a progressive manner – offer more only when more is needed and desired to obtain permanent housing quickly and maintain it, and also less when such help is not needed.

Housing First practices are required to be used in all CoC Program funded **PSH, RRH, Joint TH-RRH, TH, SH and SSO** projects unless otherwise prohibited by other project funding sources or otherwise indicated in these standards.

B. Data Collection and HMIS Participation

All providers receiving CoC Program funding are required to participate in the CCoC’s Homeless Management Information System (HMIS). Providers must execute an HMIS Participation Agreement with the Department of Homeless Services (CCoC designated HMIS lead). Programs must follow NYC CCoC HMIS Policies and Procedure and remain in good standing with HMIS participation requirements. Providers that serve survivors of Domestic Violence only have to meet the basic HUD HMIS requirements for DV programs (i.e. collect all of the data elements an HMIS collects, however, victim service providers are directed to store that data in a comparable database and report on aggregate level and not client level specific data).

C. Program Evaluation and Continuous Improvement

CoC program funded projects are evaluated each year in preparation for HUD’s CoC Program competition. Evaluation results are used to inform project selection and ranking, as well as to identify

any performance issues that may need to be addressed. When a performance issue is identified, a provider may be referred to the CCoC's performance and quality improvement (PQI) committee for follow-up assistance and support in creating a plan to improve performance. Severe and persistent performance issues, including issues related to compliance with CCoC standards and chronic underspending, may negatively impact a project's ability to continue to receive CoC Program funding.

D. Permanent Supportive Housing

CoC Program funding for permanent supportive housing is designed to provide the services necessary to help homeless persons maintain stability in permanent housing after experiencing homelessness. In line with HUD's national homelessness policy as outlined in *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*, federal programs aimed at ending homelessness have shifted towards providing stable, permanent housing opportunities for the homeless and at-risk homeless and less towards transitional housing.

Permanent Supportive Housing projects must also follow the NYCCoC written standards for PSH. Those standards are available at www.nychomeless.com.

E. Rapid Re-Housing

CoC Program rapid re-housing funds are designed to provide the services necessary to help homeless persons quickly regain stability in permanent housing after experiencing homelessness. In line with HUD's national homelessness policy as outlined in *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*, federal programs aimed at ending homelessness have shifted towards providing stable, permanent housing opportunities for the homeless and at-risk homeless and less towards transitional housing. Rapid Re-Housing programs funded through the CoC will be required to meet HUD defined housing first standards as described here:

<https://www.hudexchange.info/resources/documents/Housing-First-Permanent-Supportive-Housing-Brief.pdf>

Rapid Re-Housing projects must also follow the NYCCoC written standards for RRH. Those standards are available at www.nychomeless.com.

Attachment 2 of 7: Evidence of Public Posting Reallocation Letter on August 1, 2017

(enlarged below)

NOFA	3. NOFA Project Application Training Presentation (PDF) - Posted August 15, 2017
	4. Rapid Re-Housing ESG vs CoC (PDF) - Posted August 3, 2017
APR	5. Sample Voluntary Reallocation Letter of Intent (PDF) - Posted August 1, 2017
	6. New Housing PSH & RRH and New Joint TH-RRH Projects Application (PDF) - Due Date, Close of business August 9, 2017
	7. Bidder's Conference FAQ/Q&A Guide (PDF) - Updated July 19, 2017

Attachment 3 of 7: Evidence of Publicly Posted Reallocation actual Sample Letter

(AGENCY Letter Head)

(Date)

CCoC Steering Committee Co-Chairs:

(Agency name) is writing to officially share with the New York City Coalition on the Continuum of Care (NYC CCoC) our intent to reallocate funds currently used in our (Project Name –contract number). The amount of funds to be reallocated is \$_____. We have made this decision based on the changing landscape of HUD funding and priorities.

Currently, the (Project name) program is funded to **INSERT SHORT PROJECT DESCRIPTION WITH POPULATION SERVED AND NUMBER OF CONTRACTED BEDS**. (Agency name) intends to return these funds to the NYC CCoC for use in new permanent housing for New York City.

(Agency name) is ready to move forward quickly with a plan for exiting participants should the reallocation be approved. **PLEASE PROVIDE A DETAILED DESCRIPTION OF THE AGENCY PLAN ADDRESSING CURRENT CLIENTS AND STAFF RE-LOCATION, including a timeframe with dates, AS APPROPRIATE.**

Thank you for your consideration of this request. Please contact me at your earliest convenience with any questions or requests.

Sincerely,

(Name)
(Title)
(Agency)

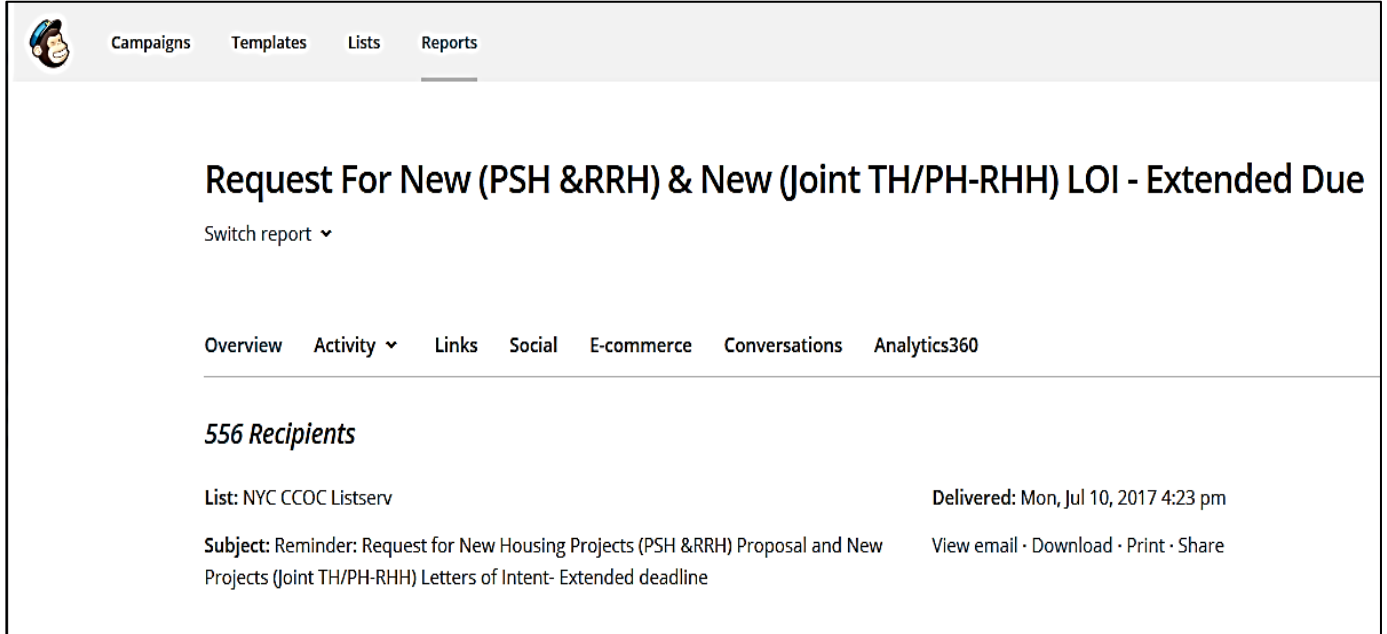
Attachment 4 of 7: Publicly Posted Evidence via Email & NYC CCoC Website

NYC CCoC New Project RFP: Request for New (PSH &RRH) & New (Joint TH/PH-RHH) LOI

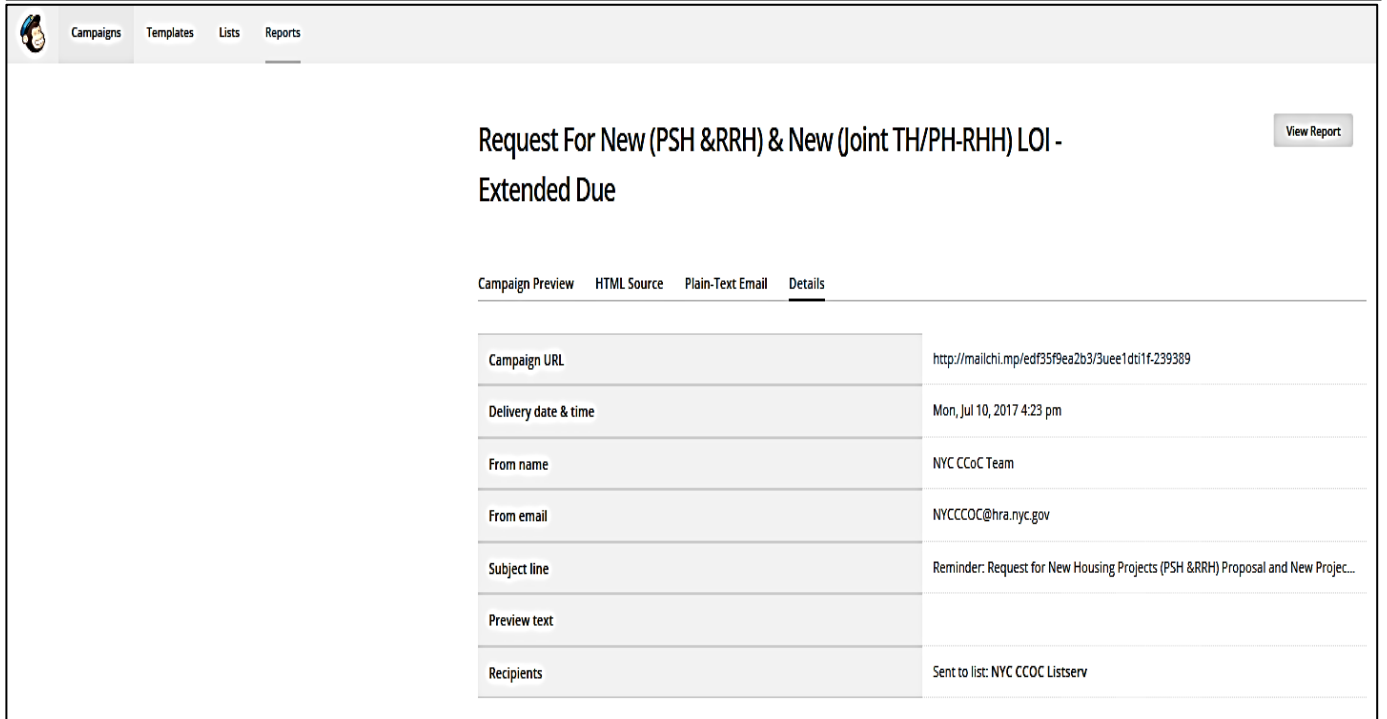
Email: NYC CCOC Listserv, 556 Recipients

Delivered: Mon, Jul 10, 2017 4:23 pm

Subject: Reminder: Request for New Housing Projects (PSH &RRH) Proposal and New Projects (Joint TH/PH-RHH) Letters of Intent- Extended deadline



This screenshot shows the MailChimp campaign overview page. At the top, there are navigation tabs for Campaigns, Templates, Lists, and Reports. The main heading is "Request For New (PSH &RRH) & New (Joint TH/PH-RHH) LOI - Extended Due". Below the heading is a "Switch report" dropdown menu. A secondary navigation bar includes "Overview", "Activity", "Links", "Social", "E-commerce", "Conversations", and "Analytics360". The page indicates "556 Recipients" and provides details for the list ("NYC CCOC Listserv") and the delivery time ("Mon, Jul 10, 2017 4:23 pm"). The subject line is repeated, and there are links for "View email", "Download", "Print", and "Share".



This screenshot shows the MailChimp campaign details page. It features the same heading as the overview page: "Request For New (PSH &RRH) & New (Joint TH/PH-RHH) LOI - Extended Due". A "View Report" button is visible in the top right. Below the heading are tabs for "Campaign Preview", "HTML Source", "Plain-Text Email", and "Details". The "Details" tab is active, displaying a table of campaign information.

Field	Value
Campaign URL	http://mailchi.mp/edf35f9ea2b3/3uee1dti1f-239389
Delivery date & time	Mon, Jul 10, 2017 4:23 pm
From name	NYC CCoC Team
From email	NYCCOC@hra.nyc.gov
Subject line	Reminder: Request for New Housing Projects (PSH &RRH) Proposal and New Projec...
Preview text	
Recipients	Sent to list: NYC CCOC Listserv



Reminder

Request for Proposals for New Housing Projects (PSH & RRH)

Extended Deadline to close of business (COB) July 17th

INSTRUCTIONS:

The NYCCoC is seeking applications for new permanent supportive housing and rapid re-housing projects to be included in NYC CCoC's 2017 NOFA application for HUD Continuum of Care funds. Projects may be funded through both permanent housing bonus and/or any available reallocation funds. The amount of funds available have not yet been determined.

All applications for PSH and RRH projects are due by close of business on July 17th 2017 (7/17/17) and should be sent to NYCCoC@hra.nyc.gov. Agencies interested in seeking funding for PSH and/or RRH projects should click [here](#). Only emailed proposal packets will be accepted. The NYC CoC reserves the right to announce an extended deadline as needed.

Three Bidder's Conferences were held for the New Housing Projects (PSH & RRH) in June and early July. Thank you to all who attended and asked questions. A FAQ/Q&A Guide is being compiled and sent to those organizations who attended, and will be posted to the CoC website next week for all to view.

Request for Letters of Intent for New Projects (Joint TH & PH- RRH)

INSTRUCTIONS:

The NYCCoC is seeking Letters of Intent (LOI) for the new program type called Joint Transitional Housing (TH) and Permanent Housing-Rapid Rehousing (PH-RRH) projects, which will combine TH and PH-RRH into a single project to serve individuals and families experiencing homelessness. These projects will be considered for inclusion in the CoC's 2017 NOFA application for HUD Continuum of Care funds. Projects may be funded through both permanent housing bonus and/or any available reallocation funds.

Since the NOFA has not been released the NYC CCoC is still gauging interest for this project type. Only emailed Letters of Intent submitted to NYCCoC@hra.nyc.gov will be accepted. Letters of Intent may not exceed three pages in length, using 12 point font with one-inch margins. Click [here](#) for full instructions. The proposed budget is excluded from the page limit. [Submitting a LOI for this project type does not obligate applicants to commit to any permanent decisions.](#)

All links to documents referenced in this announcement supersedes any prior information posted on www.nyhomeless.com.

Please submit questions regarding the New Housing Application or Joint Projects Letter of Intent to [Charlie Winkler](#).

From: NYC CCoC Team <NYCCOC@hra.nyc.gov>

Date: July 10, 2017 at 4:23:49 PM EDT

To: <jhadzia70@aol.com>

Subject: **Reminder: Request for New Housing Projects (PSH &RRH) Proposal and New Projects (Joint TH/PH-RRH) Letters of Intent- Extended deadline**

Reply-To: NYC CCoC Team <NYCCOC@hra.nyc.gov>



Reminder

Request for Proposals for New Housing Projects (PSH & RRH)

Extended Deadline to close of business (COB) July 17th

INSTRUCTIONS:

The NYCCoC is seeking applications for new permanent supportive housing and rapid re-housing projects to be included in NYC CCoC's 2017 NOFA application for HUD Continuum of Care funds. Projects may be funded through both permanent housing bonus and/or any available reallocation funds. The amount of funds available have not yet been determined.

All applications for PSH and RRH projects are due by close of business on July 17th 2017 ([7/17/17](#)) and should be sent to NYCCoC@hra.nyc.gov. Agencies interested in seeking funding for PSH and/or RRH projects should click [here](#). Only emailed proposal packets will be accepted. The NYC CoC reserves the right to announce an extended deadline as needed.

Three Bidder's Conferences were held for the New Housing Projects (PSH & RRH) in June and early July. Thank you to all who attended and asked questions. A FAQ/Q&A Guide is being compiled and sent to those organizations who attended, and will be posted to the CoC website next week for all to view.

Request for Letters of Intent for New Projects (Joint TH & PH- RRH)

INSTRUCTIONS:

The NYCCoC is seeking Letters of Intent (LOI) for the new program type called Joint Transitional Housing (TH) and Permanent Housing-Rapid Rehousing (PH-RRH) projects, which will combine TH and PH-RRH into a single project to serve individuals and families experiencing homelessness. These projects will be considered for inclusion in the CoC's 2017 NOFA application for HUD Continuum of Care funds. Projects may be funded through both permanent housing bonus and/or any available reallocation funds.

Since the NOFA has not been released the NYC CCoC is still gauging interest for this project type. Only emailed Letters of Intent submitted to NYCCoC@hra.nyc.gov will be accepted. Letters of Intent may not exceed three pages in length, using 12 point font with one-inch margins. Click [here](#) for full instructions. The proposed budget is excluded from the page limit. [Submitting a LOI for this project type does not obligate applicants to commit to any permanent decisions.](#)

All links to documents referenced in this announcement supersedes any prior information posted on www.nychomeless.com.

Please submit questions regarding the New Housing Application or Joint Projects Letter of Intent to [Charlie Winkler](#).

Attachment 5 of 7: Outreach Email announcements: Sent to Coalition Representatives

6/21/17 & 8/1/17

Coalition Organization: The Network is the Supportive Housing Resource Provider

Number of Recipients: Entire NYC Coalition member listserv 2,203

From: Edline Jacquet
Sent: Wednesday, June 21, 2017 1:19 PM
To: Edline Jacquet
Subject: NYC Continuum of Care RFP Released



Dear Network Members,

The New York City Continuum of Care (CoC) has released a Request for Proposals (RFP) for both Permanent Supportive Housing and Rapid Rehousing projects which will be included in the NYC CoC's 2017 NOFA application for HUD funds. Projects will be funded through potential bonus dollars and any available reallocation funds. Since the NOFA has not yet been released, the amount of funds available has not yet been determined.

Applications are due by COB, Monday, July 10th. All applications must be emailed to NYCCoC@hra.nyc.gov. Agencies seeking funding should click [here](#) for the application and it is also attached to this email. Only emailed proposals will be accepted. The NYC CoC reserves the right to announce an extended deadline as needed.

The NYC Dept. of Social Services will host several pre-proposal bidders conferences at **4 World Trade Center, 150 Greenwich Street** on the following dates and times:

- **Wed, June 21st, 3 to 4 pm, Room 40-A (TODAY)**
- **Wed. June 28th, 10 to 11 am, Room 32-A**
- **Thurs. July 6th, 12 noon to 1pm, Room 31-A**

Agencies interested in attending, should RSVP by clicking [here](#).

The RFP is for the following types of project and populations:

- New permanent supportive housing projects serving 100% chronically homeless individuals and families including youth/young adults experiencing chronic homelessness.
- New Rapid Rehousing (RRH) projects that serve homeless individuals and families including youth/young adults coming directly from the streets or emergency shelters or meeting the criteria of paragraph (4) of the HUD definition of homeless
- which references those fleeing domestic violence, dating violence, sexual assault, stalking or other dangerous situations. (See Appendix C for definition of Category 4).

The eligible activities for the different project types are:

Permanent Supportive Housing - Rental Assistance, Leasing, Operating Construction, Acquisition, Rehabilitation

Rapid Rehousing – Rental Assistance (Must be Tenant-based (TBRA))

Applicants may request up to 5 years of funding for rental assistance, operating or supportive services and capital funds and up to 3 years for leasing. The NYC CoC reserves the right to change the maximum allowable term for final applications submitted to HUD based on NOFA requirements and/or strategic priorities such as those aimed at maximizing federal funding.

Eligible contractors will be nonprofit service providers, states, and local governments. Applications will only be considered from project applicants in good standing with HUD which includes but is not limited to the following conditions: who have no open monitoring or audit findings or a history of slow expenditure or failing to expend funds within statutorily established timeframes or history of serving ineligible populations.

Awards are anticipated to occur by December 2017. HUD strongly encourages all rental assistance to begin within 12 months of the award.

All questions regarding this RFP should be submitted in writing to Charlie Winkler at winklerc@hra.nyc.gov.

For more information, visit the [RFP section](#) of the Network's website.

Below is a forwarded reminder email from the NYC CoC regarding this RFP:

From: NYC CoC Team **On Behalf Of** NYC CoC Team
To: Edline Jacquet
Subject: Reminder: Request for Proposals for New Housing Projects (PSH & RRH) - timeline & Bidder's Conference details



Reminder
Request for Proposals for New Housing Projects
(PSH & RRH)
Revised Timeline and Bidder's Conference Dates
Due by close of business (COB) on July 10th

- DSS will host bidder's conferences at 4 WTC, 150 Greenwich St., on the following dates and times
 - 6/21 at 3-4pm, RM 40-A
 - 6/28 at 10-11am, RM 32-A
 - 7/6 at Noon-1pm, RM 31-A
 - Agencies interested in attending should RSVP no later than COB July 5th by clicking [here](#).
 - 7/10 - All applications for PSH and RRH projects are due by COB
-

INSTRUCTIONS:

The NYCCoC is seeking applications for new permanent supportive housing and rapid re-housing projects to be included in NYC CCoC's 2017 NOFA application for HUD Continuum of Care funds. Projects may be funded through both permanent housing bonus and/or any available reallocation funds. The amount of funds available have not yet been determined.

The following types of new project applications will be considered at this time:

A) New permanent supportive housing (PSH) projects serving 100% percent chronically homeless individuals and families including youth/young adults experiencing chronic homelessness.

B) New rapid rehousing (RRH) projects that will serve homeless individuals and families, including youth, coming directly from the streets or emergency shelters, or meeting the criteria of paragraph (4) of the HUD definition of homeless. (See Appendix for Definition of Category 4 - fleeing domestic violence, dating violence, sexual assault, stalking or other dangerous situations).

All applications for PSH and RRH projects are due by close of business on July 10th 2017 (7/10/17) and should be sent to NYCCoC@hra.nyc.gov. Agencies interested in seeking funding for PSH and/or RRH projects should click [here](#). Only emailed proposal packets will be accepted. The NYC CoC reserves the right to announce an extended deadline as needed.

Applicants should submit questions to Charlie Winkler at winklerc@hra.nyc.gov. DSS will host bidder's conferences at 4 WTC, 150 Greenwich St., on the following dates and times: 6/21 at 3-4pm, 6/28 at 10-11am and 7/6 at 12-1pm. Agencies interested in attending the conferences should RSVP no later than COB July 5th by clicking [here](#).

From: Edline Jacquet
Sent: Tuesday, August 01, 2017 3:29 PM
To: Edline Jacquet
Subject: IMPORTANT: REVISED 2017 NYC Continuum of Care RFP



Dear Network Members:

The New York City Continuum of Care (CoC) has revised its Request for Proposals (RFP) that was released in May 2017 for both Permanent Supportive Housing and Rapid Rehousing projects.

Applications are due by COB, Wednesday Aug 9th. All applications must be emailed to NYCCoC@hra.nyc.gov. Agencies seeking funding should click [here](#) for the application. Only emailed proposals will be accepted.

The RFP is for the following types of project and populations:

- New Permanent Supportive Housing (PSH) projects serving 100% chronically homeless individuals and families including youth/young adults experiencing chronic homelessness.
- New Rapid Rehousing (RRH) projects that serve individuals and families including unaccompanied youth, who meet the homeless criteria described in the RFP.
- **A new project type: Joint Transitional Housing (TH) and Rapid Rehousing (RRH) which will combine TH and RRH into a single project to serve individuals and families experiencing homelessness as described below. Agencies interested in seeking funding for joint TH-RRH projects should read HUD's guidance document on this new project type: [SNAPS in Focus: The New Joint Transitional Housing & Rapid Re-Housing Component](#)**
 - **Note:** existing TH projects may reallocate their current funds to enable the creation of a new joint TH-RRH Project. HUD has stated that RRH participants maintain their chronic homeless status. This enables the projects to use RRH as a bridge to PSH for disabled chronically homeless participants.

New: Project Expansion: In the 2017 CoC competition, HUD will allow project applicants to apply for a new **expansion project** under either reallocated or bonus funding in order to expand existing eligible renewal

projects to increase the number of units in that project or allow the grantee to serve additional persons. The component type must be the same as the existing component type (i.e. an existing PSH may apply for a PSH expansion). Projects may **not** apply for a project to replace other funding sources. Applicants seeking funding for an expansion project should complete the relevant section of the RFP.

For more information, please see the Network's [RFPs and NOFAs section](#).

Edline Jacquet
Senior Policy Analyst
Supportive Housing Network of New York
247 West 37th Street, 18th Floor
New York, NY 10018
Direct: (646) 619-9646
FAX: (646) 237-8505
ejacquet@shnny.org
www.shnny.org



Attachment 6 of 7: Outreach Email announcements: Sent to Coalition Representatives
6/29/17 & 7/28/17

Coalition Organization: Housing Services United is the Supportive Housing Resource Provider

Number of Recipients: CEO & Program Directors NYC Coalition member listserv of 75

From: Eric Lee
Sent: Thursday, June 29, 2017 2:05 PM
To: Catherine Trapani <CTrapani@hsunited.org>
Subject: FW: HSU Priority Member Notices & Reminders

Dear HSU Leadership, Please see below for priority notices and announcements.

[View this email in your browser](#)

HSU Member Priority Alerts



New York City Coalition on the Continuum of Care Reminder

**Request for Proposals for New Housing Projects (PSH & RRH)
Revised Timeline and Bidder's Conference Dates**

Due by close of business (COB) on July 10th

- **DSS will host bidder's conferences at 4 WTC, 150 Greenwich St., on the following dates and times**
 - 6/21 at 3-4pm, RM 40-A
 - 6/28 at 10-11am, RM 32-A
 - 7/6 at Noon-1pm, RM 31-A
 - Agencies interested in attending should RSVP no later than COB July 5th by clicking [here](#).
- 7/10 – All applications for PSH and RRH projects are due by COB

INSTRUCTIONS:

The NYCCoC is seeking applications for new permanent supportive housing and rapid re-housing projects to be included in NYC CCoC's 2017 NOFA application for HUD Continuum of Care funds. Projects may be funded through both permanent housing bonus and/or any available reallocation funds. The amount of funds available have not yet been determined.

The following types of new project applications will be considered at this time:

A) New permanent supportive housing (PSH) projects serving 100% percent chronically homeless individuals and families including youth/young adults experiencing chronic homelessness.

B) New rapid rehousing (RRH) projects that will serve homeless individuals and families, including youth, coming directly from the streets or emergency shelters,

or meeting the criteria of paragraph (4) of the HUD definition of homeless. (See Appendix for Definition of Category 4 - fleeing domestic violence, dating violence, sexual assault, stalking or other dangerous situations).

All applications for PSH and RRH projects are due by close of business on July 10th 2017 (7/10/17) and should be sent to NYCCCoC@hra.nyc.gov. Agencies interested in seeking funding for PSH and/or RRH projects should click [here](#). Only emailed proposal packets will be accepted. The NYC CoC reserves the right to announce an extended deadline as needed.

Applicants should submit questions to Charlie Winkler at winklerc@hra.nyc.gov. DSS will host bidder's conferences at 4 WTC, 150 Greenwich St., on the following dates and times: 6/21 at 3-4pm, 6/28 at 10-11am and 7/6 at 12-1pm. Agencies interested in attending the conferences should RSVP no later than COB July 5th by clicking [here](#).

From: Catherine Trapani
Sent: Friday, July 28, 2017 5:27 PM
To: Homeless Services United <info@hsunited.org>
Subject: Important update on HUD NOFA/CCoC funding

[Next](#) [Last](#)

Dear HSU members,

Please see attached for important notices from the New York City Continuum of Care regarding guidance for new permanent supportive housing, rapid rehousing, joint transitional and rapid rehousing program proposals as well as important information regarding renewal processes for existing grantees.

Please note that these messages are time sensitive.


- 1) The application for new proposals has been updated. As a result, the application deadline has been extended to COB August 9th.
- 2) Agencies submitting applications for renewed funding are encouraged to attend a training session to ensure applications are accurate, complete and of the highest quality. Sessions are being offered on the following dates
 - Monday, August 7th, 10am-1pm, at 4 WTC, Conference Room 31-A
 - Monday, August 7th, 2pm-5pm, at 4 WTC, Conference Room 31-A
 - Tuesday, August 8th, Noon-3pm, at 4 WTC, Conference Room 31-A

See attached for additional information on both new applications and renewals.

Thank you,

Attachment 7 of 7: NYCHOMELESS.COM 2017 NOFA

GoC http://www.nychomeless.com/html/sub_nofa_2017.html



New York City
Coalition on the Continuum of Care

2017 NOFA

The 2017 Notice of Funding Availability (NOFA) for the CoC Program competition opened July 14, 2017. Please visit the HUD Exchange Website to view the posted 2017 NOFA and for any more information.

Please return to this page frequently for updates.

****NYC CCoc FY 2017 HUD NOFA Application - September 28, 2017****

Note Worthy Items

1. NYC CCoc Reallocation Process (PDF) - Posted September 19, 2017
2. NYC CCoc Scoring, Ranking and Review Process (PDF) - Posted September 19, 2017
3. NOFA Project Application Training Presentation (PDF) - Posted August 15, 2017
4. Rapid Re-Housing ESG vs CoC (PDF) - Posted August 3, 2017
5. Sample Voluntary Reallocation Letter of Intent (LOI) - Posted August 1, 2017
6. New Housing PSH & RRH and New Joint TH-RRH Projects Application (PDF) - Due Date, Close of business August 9, 2017
7. Bidder's Conference FAQ/Q&A Guide (PDF) - Updated July 19, 2017

If you have questions regarding the application or letter of intent, please contact Charlie Winkler at winklerc@hra.nyc.gov.

HUD Related Documents

- FY2017 CoC NOFA (PDF)
- FY2017 Renewal Project Application Detailed Instructions (PDF)
- FY2017 Renewal Project Application e-Snaps Instructions (PDF)
- NOFA FAQs
- HUD a Question thru AAQ

CoC Program Competition

MOTIONS ADOPTED BY STEERING COMMITTEE

PROCESS OF REALLOCATING

The CoC has implemented a comprehensive process that uses housing inventory, PIT count, and project and system performance data to determine how best to use available CoC program resources to end homelessness within NYC. The CoC seeks to reallocate projects as needed to improve system performance and actively encourages organizations that currently receive or have previously received CoC Program funds and organizations that have never received CoC Program funds to apply for new projects funded through both reallocation and bonus dollars. This process is described below.

CoC offers provider education & technical assistance regarding reallocation

- CoC shares and discusses at membership and Steering Committee meetings research showing that transitional housing is generally more expensive than other housing models serving similar populations yet produces similar outcomes.
- CoC discusses reallocation options at membership and Steering Committee meetings and encourages projects to consider reallocation.
- CoC web-site includes resources to help organizations assess and implement reallocation options.
- The New York City Department of Homeless Services (DHS), CoC Chairs and contracted consultants offer guidance to organizations interested in pursuing reallocation.
- Performance and Quality Improvement (PQI) committee meets with executive staff of agencies operating low performing programs, discusses voluntary reallocation options and the possibility of the CoC mandating reallocation, as appropriate.

Providers are assisted to voluntarily reallocate

- Providers enrolled in PQI and those that are not are assisted to review projects against HUD and CoC performance criteria and funding priorities to determine the extent to which each project is necessary, aligned to funding priorities and achieving desired outcomes.
- Steering Committee adopts a process annually for projects interested in reallocation to notify the CoC.
- DHS, CoC Chairs and contracted consultants provide technical assistance as needed.
- Projects that decide to voluntarily reallocate an existing project and wishing to develop a new project are required to apply through the competitive RFP process described below.

Evaluation Committee establishes performance criteria and identifies under-performing projects

- Evaluation Committee discusses and recommends draft renewal evaluation process and criteria.
- Steering Committee seeks final feedback from members and adopts evaluation process and criteria.
- CoC sends final evaluation tool to email list & posts to CoC website.
- CoC holds public information sessions regarding evaluation criteria.
- CoC announces preliminary renewal evaluation results & appeals process to email list.
- Appeals Committee hears and decides appeals.
- CoC announces final evaluation results and posts results to CoC website.

Performance and Quality Improvement process recommends reallocation

- Projects scoring in the bottom 10% on the CoC's annual evaluation are assessed for participation in the CoC's performance and quality improvement (PQI) process.
- PQI requires engagement from agency executives, submission of corrective action plans, more frequent analysis of project performance, offers technical assistance, and may make recommendations to the Steering Committee regarding reallocation.
- The Steering Committee also considers historical performance evaluation and spending data and considers additional projects for reallocation, as necessary, based on performance and under spending.
- Proposals for reallocation are discussed at Steering Committee meetings, and reallocation decisions are adopted by the Steering Committee.
- Projects slated for full or partial reallocation may submit an appeal. Appeals Committee hears and decides appeals.

Steering Committee seeks & Review Committee Scores & selects new project applications

- Steering Committee analyzes the most critical gaps in the housing inventory, & determines the type of new project applications that will be sought.
- CoC posts to its website and widely distributes via email an RFP for new projects funded through both bonus and reallocation.
- The CoC welcomes and solicits new project applications from organizations that currently receive or have received CoC Program funds and from organizations that have never received CoC Program funds as follows:
 - CoC posted new project application publicly on CoC website starting on May 25th 2017
 - CoC sends information about the RFP opportunity out to its email list, which includes more than 950 individuals.
 - CoC partners widely distribute information about the RFP opportunity to their email lists, which include dozens of organizations that do not currently receive and have never received CoC program funds.
- CoC provides a question and answer session for agencies interested in applying for funds.
- DHS, CoC Chairs and contracted consultants provide technical assistance as needed to ensure that the process is accessible to any applicant, including those that have not previously received funding.
- The Steering Committee appoints a review committee of subject matter experts to review, rate, rank & competitively select new project applications for inclusion in the CoC Priority Listing.
- The Committee uses objective criteria to score applications and selects the highest scored applications for ranking and inclusion in the Priority Listing.
- DHS, CoC Chairs and contracted consultants provide additional technical assistance as needed to ensure that selected applicants, including those that have not previously received funding, receive the assistance they need to successfully submit new project applications in e-Snaps.
- Steering Committee discusses and adopts final ranking.

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Disclaimer/Privacy Statement |

See "Note Worthy Items"

#1 Evidence of Public Posting on 9/19/17 for Reallocation Process (enlarged below)

HEARTH

Note Worthy Items

HMIS

1. NYC CCoc Reallocation Process (PDF) - Posted September 19, 2017
2. NYC CCoc Scoring, Ranking and Review Process (PDF) - Posted September 19, 2017



September 12, 2017

Dear CoC Funded Program:

Thank you for informing us of your decision to reallocate your project funds back to the New York City Coalition on the Continuum of Care (NYCCoC). By doing so, you have made it possible for the CoC to dedicate much needed funds to support the creation of new projects that will serve homeless persons in New York City and to submit a stronger 2017 Notice of Funding Availability (NOFA) application to the Department of Housing and Urban Development (HUD). We know this was not an easy decision and we appreciate your cooperation and efforts.

As per our communications, the following programs have chosen to fully reallocate their dollars back to the Continuum:

- **Covenant House New York/Under 21, Cheddachefs (Grant Number: NY0231L2T001609)**
- **Covenant House New York/Under 21, iRise (Grant Number: NY0291L2T001609)**
- **Covenant House New York/Under 21, Sprites (Grant Number: NY0381L2T001609)**
- **Covenant House New York/Under 21, STARS (Grant Number: NY0385L2T001609)**
- **Covenant House New York/Under 21, Uptown (Grant Number: NY0403L2T001609)**
- **Covenant House New York/Under 21, Upwards (Grant Number: NY0404L2T001609)**

Funding for these programs will end at the expiration date of your current contract. The NYC CCoC will work with you to figure out next steps and limit any gap in services for clients.

Please feel free to contact us if you have questions or would like to discuss this matter.

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC

Cc: Creighton Drury
Anthony Sabia
Laurie Berarducci
Merih Anil



September 12, 2017

Dear CoC Funded Program:

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As per our communications, the following program has chosen to fully reallocate their dollars back to the Continuum:

- **Henry Street Settlement RRH Project FY '16 (Grant Number: NY0983L2T001602)**

Funding for this program will end at the expiration date of your current contract. The NYC CCoC will work with you to figure out next steps and limit any gap in services for clients.

Please feel free to contact us if you have questions or would like to discuss this matter.

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC

Cc: David Garza
Genira Armstrong
Merih Anil



September 12, 2017

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As per our communications, the following program has chosen to fully reallocate their dollars back to the Continuum:

- **Jewish Board of Family and Children’s Services, Inc. Bryce House TH Program (Grant Number: NY0596L2T001608)**

Funding for this program will end at the expiration date of your current contract. The NYC CCoC will work with you to figure out next steps and limit any gap in services for clients.

Please feel free to contact us if you have questions or would like to discuss this matter.

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC

Cc: David Rivel
John Kastan
Sharon Theeman
Merih Anil



September 12, 2017

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Thank you for informing us of your decision to reallocate your project funds back to the New York City Coalition on the Continuum of Care (NYCCoC). By doing so, you have made it possible for the CoC to dedicate much needed funds to support the creation of new projects that will serve homeless persons in New York City and to submit a stronger 2017 Notice of Funding Availability (NOFA) application to the Department of Housing and Urban Development (HUD). We know this was not an easy decision and we appreciate your cooperation and efforts.

As per our communications, the following programs have chosen to fully reallocate their dollars back to the Continuum:

- **Odyssey House 2001 Shelter Plus Care (Grant Number: NY0320L2T001609)**
- **Odyssey House 1995 Shelter Plus Care (Grant Number: NY0319L2T001609)**

Funding for these programs will end at the expiration date of your current contract. The NYC CCoC will work with you to figure out next steps and limit any gap in services for clients.

Please feel free to contact us if you have questions or would like to discuss this matter.

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC

Cc: Justin Mitchell
Janice Glenn
Aleida Valentin



September 12, 2017

Dear CoC Funded Program:

Thank you for informing us of your decision to reallocate your project funds back to the New York City Coalition on the Continuum of Care (NYCCoC). By doing so, you have made it possible for the CoC to dedicate much needed funds to support the creation of new projects that will serve homeless persons in New York City and to submit a stronger 2017 Notice of Funding Availability (NOFA) application to the Department of Housing and Urban Development (HUD). We know this was not an easy decision and we appreciate your cooperation and efforts.

As per our communications, the following program has chosen to fully reallocate their dollars back to the Continuum:

- **Project Hospitality, Inc. 411 Vanderbilt (Grant Number: NY1048L2T001500)**

Funding for this program will end at the expiration date of your current contract. The NYC CCoC will work with you to figure out next steps and limit any gap in services for clients.

Please feel free to contact us if you have questions or would like to discuss this matter.

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC

Cc: Terry Troia
Jane Jackson
Ericker Onaga
Aleida Valentin



September 12, 2017

Dear CoC Funded Program:

We regret to inform you of the decision by the New York City Coalition on the Continuum of Care (NYCCoC) to not include your program in the 2017 Notice of Funding Availability (NOFA) application to the Department of Housing and Urban Development (HUD). As noted in a recent letter from us denying your appeal, the project is not being included as a result of under-performance for multiple years. By reallocating your funds to support the creation of new projects that will serve homeless persons in New York City, the COC can also submit a stronger 2017 NOFA application. This was not an easy decision and we appreciate your cooperation and efforts.

As per our communications, the following program will have its funds fully reallocated back to the Continuum:

- **Queens Village JCAP Shelter Plus Renewal Project (Grant Number: NY0360L2T001609)**

Funding for this program will end at the expiration date of your current contract. The NYC CCoC will work with you to figure out next steps and limit any gap in services for clients.

Please feel free to contact us if you have questions or would like to discuss this matter.

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC

Cc: Nancy Brinn
Ahmed White
Debra Hassell
Aleida Valentin



August 7, 2017

Glenda Smith
Executive Director
Bridging Access to Care, Inc.
2261 Church Avenue
Brooklyn, NY 11226

Subject: Possible Recoupment of HUD Funds for 2017 NOFA

Dear Provider:

We are writing today to update you on a resolution voted on and approved at the July 21st NYC Continuum of Care (NYC CoC) meeting and how it may affect your HUD award. The resolution creates new guidelines for projects that have underspent for the last 2 out of 3 years and reserves the right to permanently reduce the amount for which projects are eligible to apply.

In 2014, HUD recaptured nearly \$8 million from grantees. This number reflects a trend of significant underspending in the NYC CoC. The approved motion states that if projects underspend in at least 2 out of the past 3 years, by at least \$50,000 or at least 10% of their award, whichever is greater, the CoC may permanently reduce the amount for which the project is eligible to apply beginning in the 2017 application and continuing into the future. The new guideline also caps the reduction at 10% of the total most recently awarded grant amount. Furthermore, the reduction will not exceed the lowest annual amount that remained unspent during the 3-year period.

Based on our data, we have noted that your project has underspent for two of the past three years within the motion's guidelines and therefore you are at risk of permanently having your award reduced. As part of the motion, impacted projects can file an appeal, which will be decided on by a majority vote of an ad hoc appeals committee. The CoC reserves the right to not recapture funding if there are not enough new project applications submitted for the 2017 CoC Competition to use the recaptured funding. In that case, projects meeting the motion criteria outlined above will not be affected.

Moving forward to future competitions, the NYC CoC Steering Committee will continue to monitor grant spending and will make every effort to recapture funds that are not being fully spent. We strongly encourage all recipients of HUD CoC funds to closely monitor spending and to take prompt action to fully utilize available funds. Options to achieve this might include, for example:

- serving more households than indicated in your application
- applying for rental assistance at less than FMR to offset tenant rent payments
- promptly filling staff vacancies



- shifting up to 10% from one approved eligible activity to another activity – does not require a grant agreement amendment
- shifting more than 10% from one approved eligible activity to another activity –requires a HUD approval of a grant agreement amendment

In addition, each year, projects have the option to apply for less funds than awarded in the previous competition. Projects may voluntarily reallocate a portion of funds back to the CoC to enable more new projects. If you are unable to fully spend your funds, we encourage you to also consider this option for the 2018 competition.

We appreciate your assistance in helping to ensure that our scarce federal resources are fully utilized to end homelessness in New York City. We request that you submit appeals request no later than August 11, 2017 close of business. Please direct all questions and appeals to Merih Anil at anilm@hra.nyc.gov or 929-221-6181.

Underspending for Bridging Access to Care OASAS SPC (Grant Number :NY0253)		
2014: \$96,780	2013: \$95,346	2012: \$39,387

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC



August 11, 2017

JoAnne Page
The Fortune Society
President/CEO
29-76 Northern Blvd
Long Island City, NY 11101

Subject: Possible Recoupment of HUD Funds for 2017 NOFA

Dear Provider:

We are writing today to update you on a resolution voted on and approved at the July 21st NYC Continuum of Care (NYC CoC) meeting and how it may affect your HUD award. The resolution creates new guidelines for projects that have underspent for the last 2 out of 3 years and reserves the right to permanently reduce the amount for which projects are eligible to apply.

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Underspending for Fortune Academy S+C		(Grant Number: NY0267)
2014: \$118,302	2013: \$236,269	2012: \$343,808

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC



August 7, 2017

Thomas Hameline, PhD
President/CEO
Help Social Services Corporation (HELP USA)
5 Hanover Square, 17th Floor
New York, NY 10004

Subject: Possible Recoupment of HUD Funds for 2017 NOFA

Dear Provider:

We are writing today to update you on a resolution voted on and approved at the July 21st NYC Continuum of Care (NYC CoC) meeting and how it may affect your HUD award. The resolution creates new guidelines for projects that have underspent for the last 2 out of 3 years and reserves the right to permanently reduce the amount for which projects are eligible to apply.

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Underspending for Genesis Supportive Housing Project (Grant Number: NY0947)		
2014: \$762,977	2013: \$851,306	2012: No award

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC



August 7, 2017

Rita Zimmer
Executive Director
Housing Plus Solutions
3 West 29th Street Suite 805
New York, NY 10001

Subject: Possible Recoupment of HUD Funds for 2017 NOFA

Dear Provider:

We are writing today to update you on a resolution voted on and approved at the July 21st NYC Continuum of Care (NYC CoC) meeting and how it may affect your HUD award. The resolution creates new guidelines for projects that have underspent for the last 2 out of 3 years and reserves the right to permanently reduce the amount for which projects are eligible to apply.

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- serving more households than indicated in your application
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Underspending for Housing + Solutions S+C		(Grant Number: NY0352)
2014: \$40,983	2013: \$58,161	2012: \$49,928

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC



August 7, 2017

David Woodlock
President/CEO
Institute for Community Living, Inc.
125 Broad Street
New York, NY 10004

Subject: Possible Recoupment of HUD Funds for 2017 NOFA

Dear Provider:

We are writing today to update you on a resolution voted on and approved at the July 21st NYC Continuum of Care (NYC CoC) meeting and how it may affect your HUD award. The resolution creates new guidelines for projects that have underspent for the last 2 out of 3 years and reserves the right to permanently reduce the amount for which projects are eligible to apply.

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Underspending for OMH/ICL'94 Project	(Grant Number :NY0322)		
2014: \$175,899	2013: \$173,046	2012: \$185,010	
Underspending for OMH/ICL'95 Project	(Grant Number :NY0323)		
2014: \$138,615	2013: \$140,783	2012: \$166,145	

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC



August 11, 2017

David Rivel
CEO
Jewish Board of Family and Children Services
135 West 50th Street, 6th Floor
New York, NY 10020

Subject: Possible Recoupment of HUD Funds for 2017 NOFA

Dear Provider:

We are writing today to update you on a resolution voted on and approved at the July 21st NYC Continuum of Care (NYC CoC) meeting and how it may affect your HUD award. The resolution creates new guidelines for projects that have underspent for the last 2 out of 3 years and reserves the right to permanently reduce the amount for which projects are eligible to apply.

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Underspending for Bronx Permanent Housing (Grant Number: NY0939)		
2014: \$488,335	2013: \$425,505	2012: N/A

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC



August 11, 2017

Jacob Barak
President/CEO
Postgraduate Center for Mental Health
158 East 35th Street
New York NY 10016

Subject: Possible Recoupment of HUD Funds for 2017 NOFA

Dear Provider:

We are writing today to update you on a resolution voted on and approved at the July 21st NYC Continuum of Care (NYC CoC) meeting and how it may affect your HUD award. The resolution creates new guidelines for projects that have underspent for the last 2 out of 3 years and reserves the right to permanently reduce the amount for which projects are eligible to apply.

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Underspending for: PCMH City Wide Homes		(Grant Number: NY0296)
2014: \$373,115	2013: \$660,280	2012: \$275,206

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC



August 7, 2017

Terry Troia
Executive Director
Project Hospitality, Inc.
100 Park Avenue
Staten Island, NY 10302

Subject: Possible Recoupment of HUD Funds for 2017 NOFA

Dear Provider:

We are writing today to update you on a resolution voted on and approved at the July 21st NYC Continuum of Care (NYC CoC) meeting and how it may affect your HUD award. The resolution creates new guidelines for projects that have underspent for the last 2 out of 3 years and reserves the right to permanently reduce the amount for which projects are eligible to apply.

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Underspending for Permanent Housing 2 Project			(Grant Number: NY0936)
2014: \$99,925	2013: \$120,842	2012: No award	

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC



August 7, 2017

Mitchell Netburn
President/CEO
Project Renewal, Inc.
200 Varick Street, 9th Floor
New York, NY 10014

Subject: Possible Recoupment of HUD Funds for 2017 NOFA

Dear Provider:

We are writing today to update you on a resolution voted on and approved at the July 21st NYC Continuum of Care (NYC CoC) meeting and how it may affect your HUD award. The resolution creates new guidelines for projects that have underspent for the last 2 out of 3 years and reserves the right to permanently reduce the amount for which projects are eligible to apply.

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Underspending for Shelter Plus Care Project		(Grant Number: NY0357)
2014: \$54,042	2013: \$204,402	2012: \$204,402

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC



August 7, 2017

Raul Russi
ACACIA Network Housing, Inc.
1064 Franklin Avenue
Bronx, NY 10456

Subject: Possible Recoupment of HUD Funds for 2017 NOFA

Dear Provider:

We are writing today to update you on a resolution voted on and approved at the July 21st NYC Continuum of Care (NYC CoC) meeting and how it may affect your HUD award. The resolution creates new guidelines for projects that have underspent for the last 2 out of 3 years and reserves the right to permanently reduce the amount for which projects are eligible to apply.

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Based on our data, we have noted that your project has underspent for two of the past three years within the motion's guidelines and therefore you are at risk of permanently having your award reduced. As part of the motion, impacted projects can file an appeal, which will be decided on by a majority vote of an ad hoc appeals committee. The CoC reserves the right to not recapture funding if there are not enough new project applications submitted for the 2017 CoC Competition to use the recaptured funding. In that case, projects meeting the motion criteria outlined above will not be affected.

Moving forward to future competitions, the NYC CoC Steering Committee will continue to monitor grant spending and will make every effort to recapture funds that are not being fully spent. We strongly encourage all recipients of HUD CoC funds to closely monitor spending and to take prompt action to fully utilize available funds. Options to achieve this might include, for example:

- serving more households than indicated in your application
- applying for rental assistance at less than FMR to offset tenant rent payments
- promptly filling staff vacancies



- shifting up to 10% from one approved eligible activity to another activity – does not require a grant agreement amendment
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In addition, each year, projects have the option to apply for less funds than awarded in the previous competition. Projects may voluntarily reallocate a portion of funds back to the CoC to enable more new projects. If you are unable to fully spend your funds, we encourage you to also consider this option for the 2018 competition.

We appreciate your assistance in helping to ensure that our scarce federal resources are fully utilized to end homelessness in New York City. We request that you submit appeals request no later than August 11, 2017 close of business. Please direct all questions and appeals to Merih Anil at anilm@hra.nyc.gov or 929-221-6181.

Underspending for Promesa SPC Project			(Grant Number :NY0218)
2014: \$185,624	2013: \$242,736	2012: \$168,851	

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC



August 11, 2017

Nancy Brinn
Chief Operating Officer
Queens Village
231-35 Merrick Blvd
Laurelton, NY 11431

Subject: Possible Recoupment of HUD Funds for 2017 NOFA

Dear Provider:

We are writing today to update you on a resolution voted on and approved at the July 21st NYC Continuum of Care (NYC CoC) meeting and how it may affect your HUD award. The resolution creates new guidelines for projects that have underspent for the last 2 out of 3 years and reserves the right to permanently reduce the amount for which projects are eligible to apply.

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We appreciate your assistance in helping to ensure that our scarce federal resources are fully utilized to end homelessness in New York City. We request that you submit appeals request no later than August 14, 2017 close of business. Please direct all questions and appeals to Merih Anil at anilm@hra.nyc.gov or 929-221-6181.

Underspending for Queens Village J-Cap, QVMH/J-Cap S+C		
(Grant Number: NY0360)		
2014: \$45,418	2013: \$74,770	2012: 74,770

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC



August 7, 2017

Donna Colonna
President/CEO
Services for the Underserved, Inc.
305 7th Avenue, 10th Floor
New York, NY 10001

Subject: Possible Recoupment of HUD Funds for 2017 NOFA

Dear Provider:

We are writing today to update you on a resolution voted on and approved at the July 21st NYC Continuum of Care (NYC CoC) meeting and how it may affect your HUD award. The resolution creates new guidelines for projects that have underspent for the last 2 out of 3 years and reserves the right to permanently reduce the amount for which projects are eligible to apply.

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Underspending for Hill House Project	(Grant Number: NY0282)		
2014: \$73,874	2013: -	2012: \$37,842	
Underspending for OMH/SUS12 Project	(Grant Number: NY0324)		
2014: \$32,663	2013: \$56,557	2012: \$56,557	
Underspending for OMH/SUS40 Project	(Grant Number: NY0325)		
2014: \$121,925	2013: \$265,365	2012: \$265,365	
Underspending for OMH/SUS Project	(Grant Number: NY0327)		
2014: \$82,574	2013: \$111,516	2012: \$139,336	
Underspending for OASAS S+C Project	(Grant Number: NY0335)		
2014: \$117,961	2013: -	2012: \$120,186	

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC



August 7, 2017

Susan Wiviott
Chief Executive Director
The Bridge, Inc.
248 West 108th Street
New York, NY 10025

Subject: Possible Recoupment of HUD Funds for 2017 NOFA

Dear Provider:

We are writing today to update you on a resolution voted on and approved at the July 21st NYC Continuum of Care (NYC CoC) meeting and how it may affect your HUD award. The resolution creates new guidelines for projects that have underspent for the last 2 out of 3 years and reserves the right to permanently reduce the amount for which projects are eligible to apply.

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Underspending for OMH/Bridge Project			(Grant Number :NY0329)
2014: \$26,718	2013: \$51,997	2012: \$51,997	

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC



August 7, 2017

Raul Russi
ACACIA Network Housing, Inc.
1064 Franklin Avenue
Bronx, NY 10456

Subject: Possible Recoupment of HUD Funds for 2017 NOFA

Dear Provider:

We are writing today to update you on a resolution voted on and approved at the July 21st NYC Continuum of Care (NYC CoC) meeting and how it may affect your HUD award. The resolution creates new guidelines for projects that have underspent for the last 2 out of 3 years and reserves the right to permanently reduce the amount for which projects are eligible to apply.

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Underspending for United Bronx Parents SPC Project		(Grant Number :NY0402)
2014: \$98,396	2013: \$186,771	2012: \$143,780

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC

Potential Projects Impacted by 2017 Motion to Reallocate Funds

Applicant Name	Project Name	NY#	2016 Grant Number (Recaptured Report)	2016 GIW Grant Award Amount	2017 Potential Reallocation Grant Amount - \$	# of yrs w/ Underspending by \$50K or 10%	New Recapture amount	Notice Sent	Notified of Revised Reduction Amount	Final Grant Amount
Palladia, Inc.	Hill House	NY0282	NY0282L2T001609	\$ 282,438.00	\$ 14,121.90	2	\$14,121.90	8/29/2017	9/7/2017	\$268,316.10
NYS Office of Mental Health	OMH/ICL'94 2014	NY0322	NY0322L2T001609	\$ 633,014.00	\$ 31,650.70	3	\$31,650.70	8/29/2017	9/7/2017	\$601,363.30
NYS Office of Mental Health	OMH/ICL'95 2014	NY0323	NY0323L2T001609	\$ 462,508.00	\$ 23,125.40	3	\$23,125.40	8/29/2017	9/7/2017	\$439,382.60
NYS Office of Mental Health	OMH/SUS12 (Pathways Transfer)	NY0324	NY0324L2T001609	\$ 206,032.00	\$ 10,301.60	3	\$10,301.60	8/29/2017	9/7/2017	\$195,730.40
NYS Office of Mental Health	OMH/SUS40 (Pathways Transfer)	NY0325	NY0325L2T001609	\$ 694,451.00	\$ 34,722.55	3	\$34,722.55	8/29/2017	9/7/2017	\$659,728.45
NYS Office of Mental Health	OMH/SUS 2014	NY0327	NY0327L2T001609	\$ 433,037.00	\$ 21,651.85	3	\$21,651.85	8/29/2017	9/7/2017	\$411,385.15
NYS Office of Mental Health	OMH/Bridge 2014	NY0329	NY0329L2T001609	\$ 148,436.00	\$ 7,421.80	3	\$7,421.80	8/29/2017	9/7/2017	\$141,014.20
Services for the UnderServed, Inc.	Palladia, Inc. OASAS S+C	NY0335	NY0335L2T001609	\$ 2,132,828.00	\$ 106,641.40	2	\$106,641.40	8/29/2017	9/7/2017	\$2,026,186.60
Housing + Solutions	Housing + Solutions S+C	NY0352	NY0352L2T001609	\$ 247,778.00	\$ 12,388.90	3	\$12,388.90	8/29/2017	9/7/2017	\$235,389.10
Project Renewal, Inc.	Project Renewal OASAS S+C	NY0357	NY0357L2T001609	\$ 424,128.00	\$ 21,206.40	3	\$21,206.40	8/29/2017	9/7/2017	\$402,921.60
				\$ 5,664,650.00	\$ 283,232.50		\$283,232.50			\$5,381,417.50

Kenton, Martha

From: Kenton, Martha
Sent: Thursday, September 07, 2017 6:56 PM
To: 'Audrey Welch,; jwerlin@sus.org'
Cc: Winkler, Charles; Valentin, Aleida; Deleon, Roxanna
Subject: CoC Renewal - 5% reduction update

Hello Audrey and Yoni,

You are asked to reduce your grant by 5%. Please see the table below for your new 5% reduction number. Please let me know if I missed one.

#	Applicant Name	Project Name	NY#	2016 GIW Grant Award Amount	2017 Potential Reallocation Grant Amount -5%	# of yrs w/ Underspending by \$50K or 10%
4	Palladia, Inc.	Hill House	NY0282	\$ 282,438.00	\$ 14,121.90	2
10	NYS Office of Mental Health	OMH/SUS12 (Pathways Transfer)	NY0324	\$ 206,032.00	\$ 10,301.60	3
11	NYS Office of Mental Health	OMH/SUS40 (Pathways Transfer)	NY0325	\$ 694,451.00	\$ 34,722.55	3
12	NYS Office of Mental Health	OMH/SUS 2014	NY0327	\$ 433,037.00	\$ 21,651.85	3
14	Services for the UnderServed, Inc.	Palladia, Inc. OASAS S+C	NY0335	\$ 2,132,828.00	\$ 106,641.40	2

Martha Kenton | Director, HUD Continuum of Care
 Federal Homeless Policy & Reporting, Office of Planning and Performance Management
 4 World Trade Center- 31st Floor – New York City, NY 10004
 T: 929-221-6183 C: 917-999-6210 kentonm@hra.nyc.gov | NYC.gov/hra



Department of Social Services

Together We Make a Difference for New Yorkers

Kenton, Martha

From: Kenton, Martha
Sent: Thursday, September 07, 2017 6:58 PM
To: sabramson@iclinc.net
Cc: Winkler, Charles
Subject: CoC Renewal - 5% reduction update

Importance: High

Hello Sarah,

Your OMH grant was reduced by 5%. You must update the budgets for these programs as soon as possible and resubmit them in Esnaps. Please reach out to Charlie for more information.

#	Applicant Name	Project Name	NY#	2016 GIW Grant Award Amount	2017 Potential Reallocation Grant Amount - 5%	# of yrs w/ Underspending by \$50K or 10%	New Recapture amount
8	NYS Office of Mental Health	OMH/ICL'94 2014	NY0322	\$ 633,014.00	\$ 31,650.70	3	\$31,650.70
9	NYS Office of Mental Health	OMH/ICL'95 2014	NY0323	\$ 462,508.00	\$ 23,125.40	3	\$23,125.40

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**Department of
Social Services**

Together We Make a Difference for New Yorkers

Kenton, Martha

From: Kenton, Martha
Sent: Thursday, September 07, 2017 6:59 PM
To: sforst@thebridgeny.org
Cc: Valentin, Aleida; Winkler, Charles
Subject: CoC Renewal - 5% reduction update

Hello Sara,

I hope this comes as good news for you. The CoC Chairs have determined that there is not sufficient new project demand and we will only require you reduce your grant by 5%. Please see the table below.

#	Applicant Name	Project Name	NY#	2016 GIW Grant Award Amount	2017 Potential Reallocation Grant Amount -5%	# of yrs w/ Underspending by \$50K or 10%	New Recapture amount
13	NYS Office of Mental Health	OMH/Bridge 2014	NY0329	\$ 148,436.00	\$ 7,421.80	3	\$7,421.80

Martha Kenton | Director, HUD Continuum of Care
Federal Homeless Policy & Reporting, Office of Planning and Performance Management
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Department of Social Services

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Kenton, Martha

From: Kenton, Martha
Sent: Thursday, September 07, 2017 7:02 PM
To: 'Rita Zimmer'
Cc: 'Annie Murphy'; 'Jessica Grimm-Lyon'; Anil, Merih; Winkler, Charles; Deleon, Roxanna
Subject: CoC Renewal - 5% reduction update

Importance: High

Hello Rita,

I hope this comes as good news for you. The CoC Chairs have determined that there is not sufficient new project demand and we will only require you reduce your grant by 5%. Please see the table below. You must update the budgets for these programs as soon as possible and resubmit them in Esnaps.

#	Applicant Name	Project Name	NY#	2016 GIW Grant Award Amount	2017 Potential Reallocation Grant Amount - 5%	# of yrs w/ Underspending by \$50K or 10%	New Recapture amount
15	Housing + Solutions	Housing + Solutions S+C	NY0352	\$ 247,778.00	\$ 12,388.90	3	\$12,388.90

Martha Kenton | Director, HUD Continuum of Care
Federal Homeless Policy & Reporting, Office of Planning and Performance Management
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**Department of
Social Services**

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Kenton, Martha

From: Kenton, Martha
Sent: Thursday, September 07, 2017 7:04 PM
To: 'Stephanie Cowles'
Cc: Valentin, Aleida; Winkler, Charles; Deleon, Roxanna; 'Patrick Wahrmann'; Nicole Fiumara
Subject: CoC Renewal - 5% reduction update

Importance: High

Hello Stephanie,

I hope this comes as good news for you. The CoC Chairs have determined that there is not sufficient new project demand and we will only require you reduce your grant by 5%. Please see the table below. You must update the budgets for these programs as soon as possible and resubmit them in Esnaps.

#	Applicant Name	Project Name	NY#	2016 GIW Grant Award Amount	2017 Potential Reallocation Grant Amount - 5%	# of yrs w/ Underspending by \$50K or 10%	New Recapture amount
17	Project Renewal, Inc.	Project Renewal OASAS S+C	NY0357	\$ 424,128.00	\$ 21,206.40	3	\$21,206.40

Martha Kenton | Director, HUD Continuum of Care
Federal Homeless Policy & Reporting, Office of Planning and Performance Management
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August 21, 2017

Carl Siciliano
Executive Director
Aly Forney Center
224 W 35 Street, Suite 1500
New York, NY 11217

Subject: New Housing Project Application, Joint TH/RRH for Homeless LGBTQ Youth for 2017 NOFA

Dear Mr. Siciliano,

We are writing to inform you that the NYC CCoC has tentatively accepted your application for your Joint TH/RRH for Homeless LGBTQ Youth for the amount of \$1,241,992 through the New Project RFP process.

Please proceed with submitting a new project application in e-snaps by no later than Friday, August 25th, close of business.

If you have questions regarding the New Project Application process, please contact Michael Brydges, at brydgesm@hra.nyc.gov.

Thank you,

NYC CCoC Team



August 21, 2017

Brenda Rosen
Executive Director
Breaking Ground
505 8th Avenue, 5th Floor
New York, NY 10018

Subject: New Housing Project Application, Permanent Support Housing Project for 2017 NOFA

Dear Ms. Rosen,

We are writing to inform you that the NYC CCoC has tentatively accepted your application for your Permanent Support Housing Project for the amount of \$345,441 through the New Project RFP process.

Please proceed with submitting a new project application in e-snaps by no later than Friday, August 25th, close of business.

If you have questions regarding the New Project Application process, please contact Michael Brydges, at brydgesm@hra.nyc.gov.

Thank you,

NYC CCoC Team



August 21, 2017

Wendy McClinton
Chief Executive Officer
Black Veterans for Social Justice
665 Willoughby Ave
Brooklyn, NY 11206

Subject: New Housing Project Application, BVSJ RRH for 2017 NOFA

Dear Ms. McClinton,

We are writing to inform you that the NYC CCoC has tentatively accepted your application for your BVSJ RRH program for the amount of \$2,654,208 through the New Project RFP process.

Please proceed with submitting a new project application in e-snaps by no later than Friday, August 25th, close of business.

If you have questions regarding the New Project Application process, please contact Michael Brydges, at brydgesm@hra.nyc.gov.

Thank you,

NYC CCoC Team



August 21, 2017

Nancy Downing
Executive Director
Covenant House
346 West 41st Street
New York, NY 10018

Subject: New Housing Project Application, New Cov RRH for 2017 NOFA

Dear Ms. Downing,

We are writing to inform you that the NYC CCoC has tentatively accepted your application for your New Cov RRH program for the amount of \$2,048,002 through the New Project RFP process.

Please proceed with submitting a new project application in e-snaps by no later than Friday, August 25th, close of business.

If you have questions regarding the New Project Application process, please contact Michael Brydges, at brydgesm@hra.nyc.gov.

Thank you,

NYC CCoC Team



August 21, 2017

Alyson Zikmund
Executive Director
Policy and Rental Assistance at NYC HPD
100 Gold Street
New York, NY 10038

Subject: New Housing Project Application, Kingsbridge Heights (CUCS) for 2017 NOFA

Dear Ms. Zikmund,

We are writing to inform you that the NYC CCoC has tentatively accepted your application for your Kingsbridge Heights (CUCS) program for the amount of \$645,492 through the New Project RFP process.

Please proceed with submitting a new project application in e-snaps by no later than Friday, August 25th, close of business.

If you have questions regarding the New Project Application process, please contact Michael Brydges, at brydgesm@hra.nyc.gov.

Thank you,

NYC CCoC Team



August 21, 2017

Alyson Zikmund
Executive Director
Policy and Rental Assistance at NYC HPD
100 Gold Street
New York, NY 10038

Subject: New Housing Project Application, Undercliff Avenue (SUS) for 2017 NOFA

Dear Ms. Zikmund,

We are writing to inform you that the NYC CCoC has tentatively accepted your application for your Undercliff Avenue (SUS) program for the amount of \$329,834 through the New Project RFP process.

Please proceed with submitting a new project application in e-snaps by no later than Friday, August 25th, close of business.

If you have questions regarding the New Project Application process, please contact Michael Brydges, at brydgesm@hra.nyc.gov.

Thank you,

NYC CCoC Team



August 21, 2017

Craig Retchless
Human Resources Administration
4 World Trade Center
New York, NY 10007

Subject: New Housing Project Application, SSO CAPS Expansion for 2017 NOFA

Dear Mr. Retchless,

We are writing to inform you that the NYC CCoC has tentatively accepted your application for your SSO CAPS Expansion for the amount of \$344,999 through the New Project RFP process.

Please proceed with submitting a new project application in e-snaps by no later than Friday, August 25th, close of business.

If you have questions regarding the New Project Application process, please contact Michael Brydges, at brydgesm@hra.nyc.gov.

Thank you,

NYC CCoC Team



August 21, 2017

Tori Lyon
Chief Executive Officer
The Jericho Project
245 West 29th Street, Suite 902
New York, NY 10001

Subject: New Housing Project Application, Rapid Rehousing 2 for 2017 NOFA

Dear Ms. Lyon,

We are writing to inform you that the NYC CCoC has tentatively accepted your application for your Rapid Rehousing 2 for the amount of \$2,051,948 through the New Project RFP process.

Please proceed with submitting a new project application in e-snaps by no later than Friday, August 25th, close of business.

If you have questions regarding the New Project Application process, please contact Michael Brydges, at brydgesm@hra.nyc.gov.

Thank you,

NYC CCoC Team



August 21, 2017

David Rivel
Executive Director
The Jewish Board
135 West 50th Street, 6th Floor
New York, NY 10020

Subject: New Housing Project Application; Jewish Board New Housing Project Joint TH/RRH for 2017 NOFA

Dear Mr. Rivel,

We are writing to inform you that the NYC CCoC has tentatively accepted your application for your Jewish Board New Housing Project Joint Th/RRH for the amount of \$975,736 through the New Project RFP process.

Please proceed with submitting a new project application in e-snaps by no later than Friday, August 25th, close of business.

If you have questions regarding the New Project Application process, please contact Michael Brydges, at brydgesm@hra.nyc.gov.

Thank you,

NYC CCoC Team



August 21, 2017

Donna Colonna
Chief Executive Officer
305 7th Avenue
New York, NY 10001

Subject: New Housing Project Application, 162nd Street for 2017 NOFA

Dear Ms. Colonna,

We are writing to inform you that the NYC CCoC has tentatively accepted your application for your 162nd Street program for the amount of \$248,540 through the New Project RFP process.

Please proceed with submitting a new project application in e-snaps by no later than Friday, August 25th, close of business.

If you have questions regarding the New Project Application process, please contact Michael Brydges, at brydgesm@hra.nyc.gov.

Thank you,

NYC CCoC Team



August 21, 2017

Charles King
Chief Executive Officer
Housing Works
57 Willoughby Street, 2nd Floor
Brooklyn, NY, 11201

Subject: New Housing Project Application, Capital Project for 2017 NOFA

Dear Mr. King,

We are writing to inform you that the NYC CCoC has tentatively accepted your application for your Capital Project for the amount of \$\$551,264 through the New Project RFP process.

Please proceed with submitting a new project application in e-snaps by no later than Friday, August 25th, close of business.

If you have questions regarding the New Project Application process, please contact Michael Brydges, at brydgesm@hra.nyc.gov.

Thank you,

NYC CCoC Team



September 12, 2017

Re: FY2017 Continuum of Care (CoC) Application process

Dear Sir/Madam:

Thank you for submitting your HUD Continuum of Care Project Application for FY2017 in E-Snaps by Friday August 11, 2017. Your new and/or renewal project(s) listed below will be included in the 2017 CoC Priority Listing as part of the New York City CoC Consolidated Application to HUD. As the Collaborative Applicant, The Department of Homeless Services (DHS) will submit the New York City Coalition on the Continuum of Care's Consolidated Application to HUD by the September 28, 2017 deadline.

The list of all new and renewal projects is included below.

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC

Applicant Name	Project Name	Grant Number	Program Type
Anchor House Inc.	Anchor House Inc.	NY0209	TH
Association to Benefit Children	ABC Permanent Supportive Housing Program	NY0397	PSH
Bailey House Inc.	Bridges to HOME RRH for Young Adults	NY1110	RRH
Bailey House Inc.	S.H.I.P. for Young Adult Renewal 2016	NY1041	PH
Bailey House, Inc.	Schafer Hall Family Program Renewal 2016	NY0375	PSH
Bailey House, Inc.	STARS II Renewal 2016	NY0787	PSH
Banana Kelly Community Improvement Association Inc.	Rental Assistance Program	NY0361	PSH
Black Veterans for Social Justice	BVSJ RRH	New Project	RRH
Bowery Residents' Committee, Inc.	Liberty Avenue	NY0884	PSH
Bowery Residents' Committee, Inc.	Palace Hotel SRO	NY0332	PSH
Bridging Access to Care	BAC CoC-PSH Program	NY0253	PSH
Brooklyn Bureau of Community Service	Brooklyn Bureau Voc/Ed Program	NY0224	TH
City of New York Acting by and through its Department of Housing	290 East 3rd Street Residence	NY0594	PSH



Preservation and Development			
City of New York Acting by and through its Department of Housing Preservation and Development	ARC Consolidated	NY0408	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Breaking Ground Consolidated	NY0912	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Bronx Park East Residence	NY0877	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Camba Consolidated	Camba Consolidated	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Casa Renacer	NY0227	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	CCM Consolidated	NY0597	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Citileaf Chelsea North	NY0942	PH
City of New York Acting by and through its Department of Housing Preservation and Development	Citileaf Chelsea South	NY1107	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Clinton Housing West 42nd Street	NY0883	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Community Access Consolidated	NY0725	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	CUCS Kingsbridge Heights	New Project	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Diversity Works	NY0723	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Dorothy McGowan	NY0727	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Edith MacGuire Residence	NY0810	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Ehrlich Residence	NY0394	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Geel Consolidated	NY0211	PSH



City of New York Acting by and through its Department of Housing Preservation and Development	Gibb Mansion	NY0396	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Gramercy Leaf	NY0269	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Ilene R. Smith Residence	NY0601	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	JHB Housing	NY0294	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Kingsbridge Terrace	NY0786	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Lantern Consolidated	NY0208	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Lenniger Residences	NY0785	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Lindenguil Hall	NY0853	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	NCS Consolidated	NY0721	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	NORTH CORE STUDIOS	NY0314	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Odyssey House Haven	NY0321	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Palladia consolidated	NY0389	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Peter Jay Sharp Residence	NY0343	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Project Renewal Consolidated Programs	NY0599	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Rustin House	NY0854	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Sobro Consolidated	NY0604	PSH
City of New York Acting by and through its Department of Housing	St John's House II	NY0607	PSH



Preservation and Development			
City of New York Acting by and through its Department of Housing Preservation and Development	St. Joseph Consolidated	NY0722	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Stardom Hall	NY1106	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	SUS consolidated	NY0310	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	SUS Undercliff	New Project	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	VIP Consolidated	NY0726	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Warren Street Residence	NY0199	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	WAZOBIA HOUSE	NY0882	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	WSFSSH Consolidated	NY0929	PSH
Columba Kavanagh House, Inc.	Columba Kavanagh House, Inc.	NY0236	PSH
Common Ground Community IV HDFC	Housing for Homeless and Addicted to Alcohol	NY0285	PSH
Common Ground Community Mgmt	Breaking Ground Scatter Site	New Project	PSH
Community Access, Inc.	255 East Broadway	NY0372	PSH
Community Access, Inc.	Warren Street SRO	NY0411	PSH
Community Action For Human Services, Inc.	JHB Housing, Inc.	NY0295	PSH
Community, Counseling, & Mediation	GP 2016	NY0271	PSH
Community, Counseling, & Mediation	RP 2016	NY0363	PSH
Covenant House New York	PFTH Rapid Rehousing Program	New Project	TH-RRH
Covenant House New York/Under 21, Inc.	New Covenant	NY0901	PSH
CUCS	Dorothy Day	NY0246	PSH
CUCS	The Christopher	NY0234	PSH
CUCS	The Prince George	NY0350	PSH
CUCS	West Harlem Transitional Services	NY0414	TH
El Regreso Foundation	El Regreso Foundation	NY0255	TH
FACES NY	FACES Congregate Housing program 2016	NY0238	PSH
FACES NY	Women With Children 2016	NY0420	PSH
FACES NY 2011	New Start Supportive Housing	NY0927	PSH



	Program 2016		
Foundation for Research on Sexually Transmitted Diseases	Frost'd Scatter site PH	NY1047	PH
Goddard Riverside Community Center	Corner House	NY0239	PSH
Goddard Riverside Community Center	Havens	NY1039	PH
Goddard Riverside Community Center	Housing Options	NY0286	PSH
Good Shepherd Services - Chelsea Foyer	Good Shepherd Services - NOFA 2016	NY0233	TH
Harlem United Community AIDS Center, Inc	124th Street Housing Residence	NY0733	PSH
Harlem United Community AIDS Center, Inc	Harlem United Family PH	NY0287	PSH
HELP Social Service Corporation	Genesis Homes Supportive Housing Program I	NY0947	PSH
Housing Plus	Grace House	NY0272	PSH
Housing Plus	Housing + Solutions S+C	NY0352	PSH
Housing Plus	Athena House	NY0925	PSH
Housing Plus	Freya House	NY0944	PSH
Housing Plus	Sankofa House	NY1111	PSH
Housing Works, Inc	East 9th Street Residence	NY0249	PSH
Housing Works, Inc	East New York Residence Program	NY0196	PSH
Housing Works, Inc	HUD Jefferson	NY1007	PSH
Housing Works, Inc	Stand-Up Harlem Housing Program	NY0719	PSH
Housing Works, Inc	Staten Island Scattered Site Housing Program	NY0387	PSH
Housing Works, Inc	Pitkin Avenue Residence	New Project	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Cathedral Condos	NY0228	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Emerson Family Development Center	NY0257	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Emerson Family Supported	NY0258	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Flatbush Avenue Residence	NY0263	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Integrated Permanent Housing, Support Services, Employment Program	NY0290	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Lawton Street Residence	NY0300	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Lewis Ave Residence	NY0302	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Shelter + Care '94	NY0322	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Shelter + Care '95	NY0323	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Stepping Stone Residence Nevins Street CRO	NY0388	PSH

Jericho Project	Loring Place Vocational Education	NY0303	PSII
Jericho Project	Rapid Rehousing	NY1044	PII
Jericho Project	Rapid Rehousing 2	New Project	RRII
Jewish Board of Family and Children's Services, Inc	124th Street CR/SRO	NY0193	PSII
Jewish Board of Family and Children's Services, Inc	Bronx Permanent Housing	NY0939	PSII
Jewish Board of Family and Children's Services, Inc	Burnside Community Residence	NY0225	TH
Jewish Board of Family and Children's Services, Inc	Kingsbridge CR/SRO	NY0298	PSH
Jewish Board of Family and Children's Services, Inc	Maple House CR/SRO	NY0305	PSH
Jewish Board of Family and Children's Services, Inc	The Jewish Board New Housing Project Joint TH/RRH	New Project	TH-RRH
Jewish Board of Family and Children's Services, Inc	White Plains Road CR/SRO	NY0415	PSH
Kenmore HDFC	Kenmore Hall	NY0297	PSH
Lantern Community Services	Schafer Hall SHP	NY0374	PSII
Lower Eastside Service Center, Inc.	Diversity Works 2016	NY0732	PSH
Lower Eastside Service Center, Inc.	LESC House 2016	NY0301	PSH
Lutheran Social Services of New York	Community House	NY0237	PSH
Lutheran Social Services of New York	Muhlenberg Residence	NY0309	PSH
NY-600 CoC Registration 2009	HMIS Project Application FY2016	NY0317	HMIS
NYC HRA Department of Social Services	SSO CAPS FY17 Expansion	New Project	SSO
NYC HRA Department of Social Services	SSO CAPS Planning Grant	NY1115	SSO
NYS Office of Mental Health	OMH/Pibly 2016	NY0326	PSII
Palladia, Inc	Cedar Tremont House	NY0230	PSH
Palladia, Inc	Chelsea Court	NY0232	PSII
Palladia, Inc	Community Housing Program	NY0920	PSII
Palladia, Inc	Flora Vista	NY0264	PSH
Palladia, Inc	Fox Point	NY0729	PSII
Palladia, Inc	Hill House	NY0282	PSH
Palladia, Inc	Scattered Sites	NY0373	PSH
Palladia, Inc	Stratford House	NY0390	PSH
POSTGRADUATE CENTER FOR MENTAL HEALTH	PCMH City Wide Homes	NY0296	PSH
Postgraduate Center for Mental Health	Richard Dicker Residence	NY0202	PSH
Praxis Housing Initiatives, Inc	Riverside Place	NY0364	PSH
Project Hospitality, Inc.	Permanent Housing 3	NY1043	PH
Project Hospitality, Inc.	Project Hospitality Permanent Housing	NY0940	PSH
Project Hospitality, Inc.	Permanent Housing 2	NY0936	PSII
Project Renewal Inc.	Shelter Plus Care	NY0357	PSII

Project Renewal, Inc.	Home	NY0982	PSH
Project Renewal, Inc.	In Homes Now	NY0289	PSH
Project Renewal, Inc.	PRI Transitions	NY1046	PH
Project Renewal, Inc.	Tech	NY0730	TH
Project Renewal, Inc.	Vets	NY0610	PSH
Project Renewal, Inc.	Bowery	NY0217	PSH
Promesa, Inc.	Promesa Shelter Plus Care	NY0218	PSH
Safe Space	Safe Home	NY0370	TH
Samaritan Village, Inc.	Continuum of Care	NY0407	PSH
Samaritan Village, Inc.	Young Mothers Program 2	NY0423	PSH
Services for the UnderServed Inc.	Briarwood SRO	NY0220	PSH
Services for the UnderServed Inc.	OASAS S+C	NY0335	PSH
Services for the UnderServed Inc.	OMH SUS 12	NY0324	PSH
Services for the UnderServed Inc.	OMH SUS 40	NY0325	PSH
Services for the UnderServed Inc.	OMH/SUS Knick/Beach	NY0327	PSH
Services for the UnderServed Inc.	SUS 162nd Street	New Project	PSH
Services for the UnderServed Inc.	SUS Brooklyn Supported Housing	NY0216	PSH
Services for the UnderServed, Inc.	SUS Broadway	NY1113	PSH
Services for the UnderServed, Inc.	SUS Decatur	NY1114	PSH
Services for the UnderServed, Inc.	SUS Morris Avenue	NY1112	PSH
The Ali Forney Center	Ali Forney 11	NY0206	TH
The Ali Forney Center	Ali Forney Center	NY0205	TH
The Ali Forney Center	Joint TH/RRH for the Homeless LGBTQ Youth	New Project	TH-RRH
The Bridge, Inc	1885 Third Avenue Residence	NY0195	PSH
The Bridge, Inc	631 East 6th Street Residence	NY0200	PSH
The Bridge, Inc	Iyana House	NY0293	PSH
The Bridge, Inc	Park West House II	NY0340	PSH
The Bridge, Inc	Pleasant Ave House	NY0347	PSH
The Bridge, Inc.	The Bridge S+C	NY0329	PSH
The Fortune Society	Fortune Academy Residence	NY0266	TH
The Fortune Society	Fortune Society, Fortune Academy S+C	NY0267	PSH
United Bronx Parents, Inc	United Bronx Parents, Inc.	NY0402	PSH
University Consultation& Treatment Center for Mental Health and Hygiene, Inc.	The Ehrlich Residence	NY0395	PSH
Urban Pathways	Cluster House	NY0852	PSH
Urban Pathways	Ivan Shapiro House	NY0292	PSH
Urban Resource Institute	Urban Center for Change	NY0405	TH
VIP Supportive Housing for Social Change	Casa Sandra Supportive Housing Program for Social Change	NY0410	TH
Vocational Instruction Project Community Services Inc	Abraham Apartments	NY0203	PSH

Vocational Instruction Project Community Services Inc	Crotona SRO	NY0242	PSII
West Side Federation for Senior and Supportive Housing, Inc.	129th Street Residence	NY0194	PSII
West Side Federation for Senior and Supportive Housing, Inc.	74th Street Home Expansion	NY0201	PSII
West Side Federation for Senior and Supportive Housing, Inc.	West 74th Street Home	NY0412	PSII
Women In Need, Inc.	Families in SHINE	NY0261	PSH
Women In Need, Inc.	SHINE Moms and Children	NY0378	PSH
Women In Need, Inc.	SHINE Stars	NY0379	PSH
Women In Need, Inc.	WISH Families	NY0417	PSH
Women In Need, Inc.	Women In Need SPC 1 Triangle House	NY0421	PSH
Women In Need, Inc.	Women In Need SPC 2 Brooklyn Recovery	NY0808	PSH
Women In Need, Inc.	Women In Need SPC 3 Bronx Recovery	NY0809	PSH
Women In Need, Inc.	Women In Need SPC 4 Families in Recovery	NY0353	PSII
Women In Need, Inc.	SHINE Families	NY0377	PSII

Attachments 1 - 6: NYCHOMELESS.COM 2017 NOFA

NYC CCoc 2017 Evaluation Process began publicly posting on February 2017 and was followed by the Rating, Ranking, & Review Procedure, Recapture, Renewal, and Reallocation process. Below is evidence of public postings

Attachment 1 of 6: Evidence of Public Posting on Evaluation Process

The screenshot shows a web browser window with the URL http://www.nychomeless.com/html/prg_Evaluation.html. The page header features the NYC CCoc logo and the text "New York City Coalition on the Continuum of Care" above a silhouette of the city skyline. A left-hand navigation menu includes links for About Us, Committees, Evaluation Process, Affordable Care Act, HEARTH, HMIS, NOFA, APR, Training, Resources, Calendar of Events, and Contacts. The main content area is titled "Evaluation Process" and contains the following text:

2017 NYC CCoc Evaluation Preliminary Scores
Click here for the Updated Evaluation Preliminary Scores
If you are considering an appeal please use the [Score Appeal Form \(PDF\)](#) and follow the instructions. For information on the 2017 NYC CCoc Rating, Review, Selection & Ranking Procedures [click here](#) - Posted September 19, 2017

Please contact [Martha Kenton](#) to request your detailed score for your appeal.
If you have questions about the Evaluation Process please contact [Michael Brydges](#).

The NYC CCOC Steering Committee annually reviews the evaluation scoring standards for renewal projects in advance of the annual NOFA using the following process:

- Previous years Evaluation standards are reviewed by the Evaluation Committee to determine if changes are necessary in any category.
- Agreed upon updates to the standards are shared with the Steering Committee at a regularly scheduled meeting, and distributed by email.
- At the next following Steering Committee meeting, stakeholder input is discussed regarding the previously presented standards.
- The Steering Committee makes adjustments to the standards and adopts the final standards.

Scoring standards adopted use provider provided survey responses, APR and HMIS data to evaluate the degree to which projects improve the CoC's system performance. Department of Social Services (DSS) analyzes performance, compliance, and consumer satisfaction data and prepares scoring reports. Applicants may submit an appeals request to the Appeals Committee, which is appointed by the Steering Committee, and reviews and approves or denies requests for scoring adjustments. Providers are notified of the Committee's decisions and final scores are posted on the website. Parties with conflicts of interest are disallowed from participation on the Grievance Committee.

2017 Evaluation Timeline	
Activity	Deadline
Discuss Recommended Changes to 2017 Evaluation Process	January / February 2017
Approve 2017 Evaluation Tool at Steering Committee Meeting	February 17, 2017
Evaluation Training	March 2 and March 3, 2017
Evaluation Online Survey Opens for Data Collection	March 3, 2017
Deadline to Notify DSS for Exempt Status	March 10, 2017
Online Evaluation Survey Due with verification materials (back-up documentation to survey and consumer participation materials)	March 17, 2017
Preliminary Results	April 14, 2017
Appeals of Evaluation Results Due	April 21, 2017
Program Notified on Status of Appeals	May 5, 2017
Final Evaluation Results	May 8, 2017

For general questions about the 2017 Evaluation please contact:

[Menih Anil](#) who will assist agencies beginning with Addicts Rehabilitation Center Fund through Kenmore Housing Development Fund (A-K).

[Aleida Valentin](#) will work with agencies beginning with Lenox Hill through the YMCA of Greater New York (L-Y).

2017 Evaluation Documents
[2017 CCoc Evaluation Tool \(PDF\)](#) - Posted February 28, 2017
[2017 Evaluation Process Instructions \(PDF\)](#) - Posted February 28, 2017

The bottom of the page includes a "Quick Help" section with links to HUD.gov, Funding Opportunities, CCoc Program Interim Rules (PDF), 2014 HMIS Data Standards ver 2.1 (PDF), CSV Upload Report (PDF), and CoC Written Standards (PDF). It also features a "New to the CoC? Click Here" button and a "Subscribe to our Mailing List" form with a "Subscribe" button.

Attachment 2 of 6: See "Note Worthy Items"

Evidence of Public Posting on 9/19/17 for Reallocation Process (enlarged below)

Attachment 3 of 6: Public Posting on 9/19/17 for Rating, Review, Selection, & Ranking Procedures (enlarged below of Evaluation Process Page)

... if you are considering an appeal please use the [Score Appeal Form \(PDF\)](#) and follow the instructions. ...
For information on the 2017 NYC CCoC Rating, Review, Selection & Ranking Procedures [click here](#) -
Posted September 19, 2017

Attachment 4 of 6: NYCHOMELESS.COM 2017 NOFA

Publicly Posted: Reallocation Letter/ Form on August 1, 2017, Collaborative Application, Priority Listing, & FY2017 NY-600 CoC Ranking/Project Listing on September 25th & 26th, 2017

Attachment 5 of 6: See “NYC CCoC FY 2017 Program Competition Documents”

1. Public Posting on 9/25/17 for Collaborative Application PFD (enlarged below)
2. Public Posting on 9/25/17 for Priority Listing PFD (enlarged below)
3. Public Posting on 9/26/17 for FY2017 NY-600 CoC Ranking Project Listing PFD (enlarged below)

HEARTH	
HMIS	→
NOFA	→

****NYC CCoC FY 2017 HUD NOFA Application - September 28, 2017****

NYC CCoC FY 2017 Program Competition Documents

1. Collaborative Application (PDF) - Posted September 25, 2017
2. Priority Listing (PDF) - Posted September 25, 2017
3. FY2017 NY-600 CoC Ranking/Project Listing (PDF) - Posted September 26, 2017

Attachment 6 of 6: Publicly Posted Evidence via Email & NYC CCoC Website

NYC CCoC Collaborative Application, Priority Listing, & Project Listing

Email: NYC CCOC Listserv, 566 Recipients

Delivered: Tuesday, September 26, 2017 1:22 pm

Subject: Announcement: The FY 2017 NYC CCoC Collaborative Application, Priority Listing, & Project Listing Are Now Available

Campaigns Templates Lists Reports

Announcement: The FY 2017 NYC CCoC Collaborative Application & Priority Listing Are Now Available

Switch report ▾

Overview Activity ▾ Links Social E-commerce Conversations Analytics360

566 Recipients

List: NYC CCOC Listserv Delivered: Tue, Sep 26, 2017 1:22 pm

Subject: Announcement: The FY 2017 NYC CCoC Collaborative Application, Priority Listing, & Project Listing Are Now Available View email · Download · Print · Share

From: NYC CCoC Team [mailto:NYCCoC=hra.nyc.gov@mail179.sea22.mcdlv.net] **On Behalf Of** NYC CCoC Team
Sent: Tuesday, September 26, 2017 1:24 PM
To: Bennett, Jocelyn
Subject: Announcement: The FY 2017 NYC CCoC Collaborative Application, Priority Listing, & Project Listing Are Now Available



Announcement

The FY 2017 NYC CCoC Collaborative Application, Priority Listing, & Project Listing Are Now Available

The FY 2017 NYC CCoC Collaborative Application, Priority Listing, and Project Listing are Now Available as of September 26th, 2017 on nyhomeless.com.

1. Click [here](#) for the CoC Collaborative Application.
2. Click [here](#) for the CoC Priority Listing.
3. Click [here](#) for the CoC Project Listing.

If you have questions regarding any of these documents please contact [Martha Kenton](#) directly.

September 19th, 2017

Project Application Deadlines & Applicant Notifications

The CoC established deadlines for submission of project applications as follows: Renewal project applications were required to be submitted by August 11th, 2017. New project applications were required to be submitted by August 9th, 2017. The CoC notified in writing, outside of e-snaps all renewal project applicants on or before September 12th, 2017 and all new project applicants on or before September 12th, 2017 that their applications would be accepted and ranked, rejected or reduced on the CoC Priority Listing. Where a project application was being rejected or reduced, the CoC indicated in the notification the reason for the rejection or reduction.

Threshold Review

All applications for new and renewal projects are reviewed for threshold to ensure compliance with the HEARTH Act, the CoC Program Interim Rule, the Continuum of Care (CoC) Program Notice of Funding Availability (NOFA), CoC written standards, and the local CoC Request for Applications. Any new or renewal project that does not meet the threshold requirements are not considered for funding.

Renewal Project Performance Scoring & Selection

The NYC CCOC Steering Committee (CoC Board) determines the evaluation scoring standards for renewal projects annually using the following process: 1) Draft standards are proposed by the Evaluation Committee. 2) Proposed standards are shared with the Steering Committee at a regularly scheduled meeting and distributed by email. 3) At a subsequent Steering Committee meeting, stakeholder input is discussed 4) The Steering Committee makes adjustments to the standards and adopts the final standards.

Scoring standards adopted are the objective criteria used by the CoC to review, rate, rank, and select renewal projects for inclusion in or exclusion from the CoC Priority Listing. These objective criteria (see Attachment 1) use APR and HMIS data to evaluate cost effectiveness (e.g. unit utilization and spending of funds), past performance (e.g. length of stay, income increases, accessing non-cash benefits & health insurance, & exits to/maintenance of PH), type of population served (e.g. chronically & literally homeless), consumer participation, and compliance with administrative requirements. Objective criteria include factors related to achieving positive housing outcomes (e.g., exiting to or maintaining permanent housing, increasing income, and accessing non-cash benefits). The NYC Department of Homeless Services (DHS) analyzes evaluation data and prepares scoring reports, which are distributed to all project applicants and posted publicly on the CoC website.

Two renewal projects that had a history of troubling performance had been recently transferred to a new recipient agency that is actively working to improve project performance. These projects were given special consideration in ranking, as described below. Renewal projects demonstrating a history of poor performance over multiple years were not selected for funding. In addition, projects with a history of under spending had their grants reduced. Funds previously used to support these projects were reallocated to create new PSH, RRH, and Joint TH/RRH projects.

Applicants have the opportunity submit appeals related to renewal evaluation scores and/or reallocation decisions to an ad hoc Appeals Committee, which is appointed by the Steering Committee and reviews and approves or denies all requests. Applicants are notified in writing of decisions by the Appeals Committee. Parties with conflicts of interest are disallowed from participation on the Appeals Committee.

New Project Application Scoring & Selection

Annually, the CoC analyzes the most critical gaps in the housing inventory, determines the type of new project applications that will be sought, and posts to its website and widely distributes via email an RFP for new projects funded through both bonus and reallocation. The CoC welcomes and solicits new project applications from organizations that currently receive or have received CoC Program funds and from organizations that have never received CoC Program funds.

The Steering Committee appoints a review committee of subject matter experts to review, rate, rank & competitively select new project applications for inclusion in the CoC Priority Listing. Parties with conflicts of interest are disallowed from participation on the review committee. The Committee uses objective criteria to score applications. The NYC CoC's 2017 new project RFP and scoring criteria are posted on nychomeless.com and included as Attachment 1 to the collaborative application. The committee may give the CoC consultants/DHS direction to work with applicants to make adjustments to strengthen applications and ensure the applications included in the final submission to HUD meet the most critical gaps identified by the CoC. The CoC provides technical assistance to all applicants to ensure that the process is accessible to any applicant, including those that have not previously received funding.

Ranking

In the annual CoC competition, HUD requires communities to rank projects for funding in two tiers. CoCs must rank all new and renewal projects, except CoC Planning. Projects in Tier 1 are generally ensured funding, as long as the project application meets minimum HUD requirements, and the CoC meets the basic requirements of the annual CoC competition. The amount that CoCs must rank in Tier 1 and Tier 2 is established each year by HUD in the CoC Program Competition NOFA. Tier 2 projects have to compete nationally for funding.

Each year the NYC CoC Steering Committee reviews new & renewal project scoring results along with participant needs, gaps in the housing inventory and critical CoC infrastructure needs as identified through data and CoC membership feedback. The Steering Committee discusses preliminary ranking strategies at a monthly meeting and reviews stakeholder input, makes adjustments and adopts the final ranking strategy. Parties with conflicts of interest are disallowed from participation.

Projects included in the 2017 NYC CoC Priority Listing were ranked in the following order:

1. Projects operating long enough to be evaluated through the annual renewal evaluation process were ranked at the top of Tier 1 in order based on score;
2. Followed, in Tier 1; by renewal projects that were not scored;
3. Followed, at the bottom of Tier 1, by projects that, though evaluated, had recently been transferred to a new recipient and were in the midst of undergoing intensive efforts to strengthen a history of poor performance;
4. Followed by remaining evaluated renewal projects in order based on score;
5. Followed by new projects in a manner that maximizes resources available to end homelessness.

Consideration of Severity of Participant Needs and Vulnerabilities

The CoC's ranking & selection process prioritizes funding for projects serving vulnerable participants, including: youth under age 25, people experiencing chronic homelessness, people with zero income, criminal history, active substance use, and those reluctant to engage in services. For example, the CoC took these actions to ensure consideration of these vulnerabilities:

- Renewal projects serving a high percentage of people experiencing chronic homelessness received up to 4 points & were ranked higher;
- CoC ranked and selected new projects based on:
 1. Applicant experience & capacity to serve vulnerable people (e.g., chronically homeless, active substance users, people reluctant to engage, people with criminal history, zero income &/or disabilities, unsheltered)
 2. A clear outreach & supportive services plan to engage & serve the most vulnerable people using a Housing First approach.

Projects not targeting vulnerable populations were not funded. Only PSH projects dedicating 100% of beds for chronic homelessness & PSH, RRH projects, and Joint TH/RRH using a low barrier Housing First approach were selected for funding.

This document, including all noted attachments, was made publicly available on the NYC CCOC website on or before September 19th, 2017.

Attachment 1: 2017 Renewal Criteria

2017 Evaluation Criteria/Tool Part 1 of 2

2017 NYC CCoc Evaluation Tool

Programmatic Indicator	Measure & Data Source	Benchmark	Achieved	Exceeded	Score
Utilization Rate					
1	Unit Utilization Rate (PSH, TH) Average daily unit utilization rate during most recently completed HUD contract (Projects for singles should use bed and projects for families will use units). Source: Old APR: Q10 or 11	85%	2 points for project achieving 85%	(+) 2 points for project achieving ≥90% (+1) 1 point for ≥ 95% (+) 1 point for ≥ 98%	6 Maximum of 6 points
Chronically Homeless (Note: Please reference list of exempt programs to check for eligibility of Q2. Exempt programs can self select to participate for points.)					
2	Serving chronically homeless (PSH) Programs must have a minimum of two new clients to be eligible for questions 2 % of new HoH who entered the program during calendar years 2016-2017 (January 2016 - February 2017) that are chronically homeless at placement into the program. Source: Project database	50%	2 points for meeting NYC CCoc motion of 50%	(+) 2 point = 100%	4 Maximum of 4 points
Project Eligibility					
	Project Eligibility Only admissions after January 2012 will be included in this measure since this is when current eligibility rules went into effect				0 Points
3	Participants entering program are literally homeless (PSH, RRH, TH) % of HoH program are literally homeless. Source: Project database	90%			0 Unscored for 2017 Evaluation
Length of Stay					
4	Average length of stay (PSH,TH, RRH) Average length of stay for participants served during recently completed federal fiscal year (2015). Source: Old APR Q27	TH & RRH average length of stay ≤ 24 months; PSH average length of stay ≥12 months.	2 points for TH & RRH average length of stay ≤ 24 months; 2 points for PSH average length of stay ≥12 months	(+)1 point for TH & RRH average length of stay ≤ 12 months. (+) 1 point for PSH average length if stay ≥ 24 months.	3 for TH & RRH; 3 for PSH Maximum of 3 Points
Income, Employment, and Mainstream Benefits Outcomes					
5	Gained or Increase other income - adult stayers and adult exiters % of adults that increased other income at latest status or exit. Source Old APR Q24b3	54%	2 points for project achieving HUD benchmark of 54%	(+) 2 points for project achieving ≥59%	4 Maximum of 11 Points
6	Gained or Increased earned income - adult stayers and adult exiters % of adults who have increased earned income at latest status or exit. Source Old APR Q24b3	20%	2 points for project achieving HUD benchmark of 20%.	(+) 1 point for project achieving ≥25%	3
7	Non-cash benefits- adult stayer and all exiters % of persons with 1 or more sources of non cash benefits at latest status or exit. Source Old APR Q26a2 & 26b2	75%	2 points for project achieving 75%.	(+) 2 points for project achieving ≥80%	4
8	Health insurance % of persons with health insurance Source New APR Q21	75%			0 Unscored for 2017 Evaluation
Housing Stabilization					
9a	Exiting to Permanent Housing (TH) % of leavers exiting to permanent housing. Source Old APR Q36b	75%	4 points for project achieving 75%.	(+) 4 points for project achieving ≥80%.	8 for TH only
9b	Maintain PSH or exit to PH (PSH) % of participants who remain in PSH or exit to permanent housing Source Old APR Q36a	90%	4 points for project achieving 90%.	(+) 4 points for project achieving ≥ 95%.	8 for PSH only
9c	Maintain PH or exit to PH (RRH) % of participants who remain or exit to permanent housing after being placed into housing Source Old APR Q36a	85%	4 points for project achieving 85%.	(+) 4 points for project achieving ≥ 90%.	8 for RRH only
Spend down Budget (S+C programs exempt)					
10	Spend-down of HUD funds % of HUD funds expended during last completed HUD contract Source Old APR: Q30/31 Total funds expended/Q3 Contract amount	95%	2 points for project Achieved ≥95%	(+) 1 point for ≥ 98% (+) 1 point for = 100%	4 points Maximum of 4 Points
Consumer Participation					
11	Verification by Program Director and Client signature that annual consumer satisfaction survey is conducted, that the agency has a client grievance policy, and that regular Consumer Advisory Board meetings are conducted Evidence by Program Director and client signature on Consumer Participation form and minutes of most recent Community/Tenant meeting.	N.A.	Signatures required for any of the following points: 1 point for client and PD signature; 1 point for survey; 1 point for grievance policy; 1 minutes from tenant meeting.		4 Maximum Deduction of 20 Points
Administrative Requirements					
12	The supplemental evaluation documents (HMIS upload, Q12) are submitted on time to DHS. Items are emailed to appropriate DHS contact by published deadlines.	N.A.	Project not completing this activity will be deducted 10 points from their overall score.		-10
13	Has the program performed at least 11 monthly HMIS uploads between January 1, 2016 - December 31, 2016 Verification of a minimum of 10, 11, or 12 monthly uploads to HMIS	N.A.	+1 point if 12 uploads 0 points if 11 uploads -2 points if 10 uploads -5 points of 9 or fewer uploads		-5
14	Attend Evaluation Survey training Attend training	N.A.	-5 points if don't attend		-5

*cells show in green reflect changes for 2017

Evidence of Public Posting to NYCHOMELESS.COM 2017 NOFA Evaluation Process 2/28/17

NYCCOC New York City Coalition on the Continuum of Care

Evaluation Process

2017 NYC CCOC Evaluation Preliminary Scores
 Click here for the Updated Evaluation Preliminary Scores
 If you are considering an appeal please use the [Score Appeal Form \(PDF\)](#) and follow the instructions. For information on the 2017 NYC CCOC Rating, Review, Selection & Ranking Procedures [click here](#) - Posted September 19, 2017

Please contact [Martha Kenton](#) to request your detailed score for your appeal.
 If you have questions about the Evaluation Process please contact [Michael Brydges](#).

The NYC CCOC Steering Committee annually reviews the evaluation scoring standards for renewal projects in advance of the annual NOFA using the following process:

- Previous years Evaluation standards are reviewed by the Evaluation Committee to determine if changes are necessary in any category.
- Agreed upon updates to the standards are shared with the Steering Committee at a regularly scheduled meeting, and distributed by email.
- At the next following Steering Committee meeting, stakeholder input is discussed regarding the previously presented standards.
- The Steering Committee makes adjustments to the standards and adopts the final standards.

Scoring standards adopted use provider provided survey responses, APR and HMIS data to evaluate the degree to which projects improve the CoC's system performance. Department of Social Services (DSS) analyzes performance, compliance, and consumer satisfaction data and prepares scoring reports. Applicants may submit an appeals request to the Appeals Committee, which is appointed by the Steering Committee, and reviews and approves or denies requests for scoring adjustments. Providers are notified of the Committee's decisions and final scores are posted on the website. Parties with conflicts of interest are disallowed from participation on the Grievance Committee.

2017 Evaluation Timeline	
Activity	Deadline
Discuss Recommended Changes to 2017 Evaluation Process	January / February 2017
Approve 2017 Evaluation Tool at Steering Committee Meeting	February 17, 2017
Evaluation Training	March 2 and March 3, 2017
Evaluation Online Survey Opens for Data Collection	March 3, 2017
Deadline to Notify DSS for Exempt Status	March 10, 2017
Online Evaluation Survey Due with verification materials (back-up documentation to survey and consumer participation materials)	March 17, 2017
Preliminary Results	April 14, 2017
Appeals of Evaluation Results Due	April 21, 2017
Program Notified on Status of Appeals	May 5, 2017
Final Evaluation Results	May 8, 2017

For general questions about the 2017 Evaluation please contact:

[Merih Anil](#) who will assist agencies beginning with Addicts Rehabilitation Center Fund through Kenmore Housing Development Fund (A-K).

[Aleida Valentin](#) will work with agencies beginning with Lenox Hill through the YMCA of Greater New York (L-Y).

2017 Evaluation Documents
 2017 CCOC Evaluation Tool (PDF) - Posted February 28, 2017
 2017 Evaluation Process Instructions (PDF) - Posted February 28, 2017

Evidence of Public Posting: 2/28/17 for Evaluation Criteria/Tool (enlarged below of Evaluation Process Page) See "2017 CCOC Evaluation Tool- PDF"

Final Evaluation Results May 8, 2017

For general questions about the 2017 Evaluation please contact:

[Merih Anil](#) who will assist agencies beginning with Addicts Rehabilitation Center Fund through Kenmore Housing Development Fund (A-K).

[Aleida Valentin](#) will work with agencies beginning with Lenox Hill through the YMCA of Greater New York (L-Y).

2017 Evaluation Documents
 2017 CCOC Evaluation Tool (PDF) - Posted February 28, 2017
 2017 Evaluation Process Instructions (PDF) - Posted February 28, 2017

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 email address
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Evidence of Outreach via Email Renewal Evaluation – 3/15/17 Email to Listserv of approx. 550

From: Kenton, Martha [kentonm@hra.nyc.gov]
Sent: Wednesday, March 15, 2017 11:24 AM
To: New York City CCoC
Subject: 2nd REMINDER: 2017 NYC CCoC Evaluation Surveys due FRIDAY March 17th

**REMINDER
 2017 CCOC EVALUATION SURVEY**

Please contact Martha Kenton at kentonm@hra.nyc.gov if you are having issues submitting your evaluation survey due to the Winter Storm on March 14th. Extensions will be allowed on a case by case basis only.

In anticipation of the annual NOFA expected to be released in May, please complete a survey **for each project** that receives HUD CoC-funding for whom you expect to submit a renewal application in the 2017 NOFA. The Evaluation Tool, Evaluation Instructions and example survey will be posted to the NYC CCoC website.

The survey must be completed and back up documentation provided no later than March 17th 2017. All programs must also submit to DSS the most recently submitted APR through the Survey. Failure to submit the APR with the online survey by the deadline will result in deduction and or disqualification from the evaluation process. See the timeline below for further details.

Please use the following link to complete the survey:

<https://www.surveymonkey.com/r/nyccocEvaluation2017>

Activity	Deadline
Discuss Recommended Changes to 2017 Evaluation Process	January – February 2017
Approve 2017 Evaluation Tool at Steering Committee Meeting	February 17, 2017
Evaluation Online Survey Opens for Data Collection	March 3, 2017
Deadline to Notify DSS for Exempt Status	March 10, 2017
Evaluation Information Sessions	March 2-3, 2017
Online Evaluation Survey Due with verification materials (back-up documentation to survey and consumer participation materials)	March 17, 2017
Preliminary Results	April 14, 2017
Appeals of Evaluation Results Due	April 21, 2017
Program Notified on Status of Appeals	May 5, 2017
Final Evaluation Results	May 8, 2017

Attachment 1: 2017 Renewal Criteria

2017 Evaluation Criteria/Tool Detailed Instructions Part 2 of 2

NYC Coalition on the Continuum of Care
2017
Evaluation Process

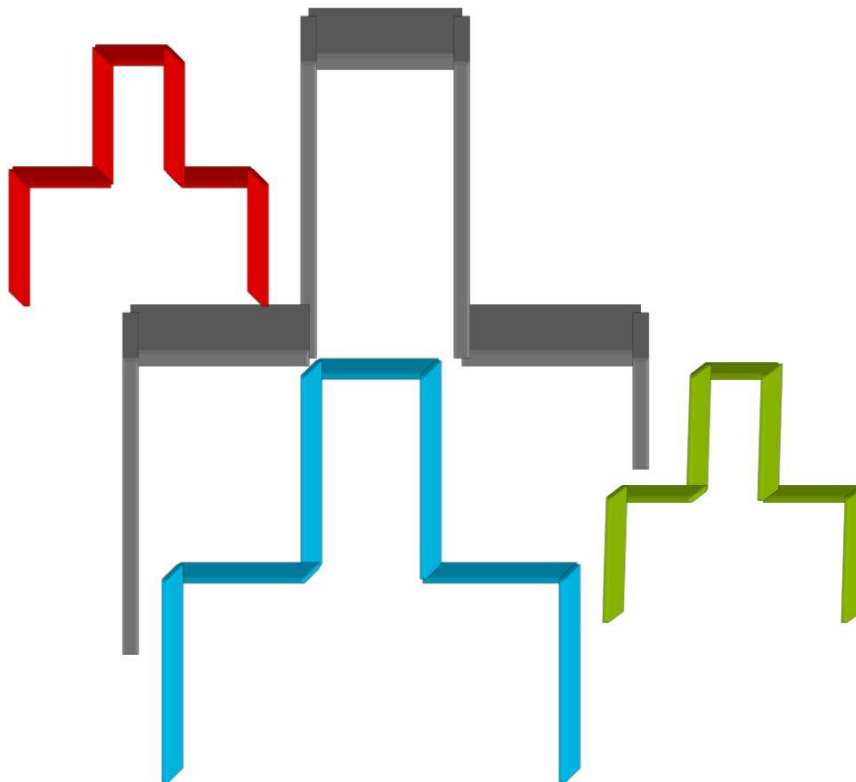


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2017 Evaluation Process

I. Introduction

Each year, HUD releases a Notice of Funding Availability (NOFA) which details the requirements for applying for Continuum of Care (CoC) program funding. One requirement of the NOFA is that each application is reviewed and ranked in order of local priority by a group of community stakeholders. In New York, the group of stakeholders is the NYC Coalition on the Continuum of Care (NYC CCoC) Steering Committee. The Evaluation Committee, formed by the Steering Committee, is in charge of reviewing the Continuum of Care's evaluation process which partially determines the ranking. The NYC Department of Social Services (DSS) serves as the coordinator of this evaluation process.

In anticipation of the FY2017 NOFA, the NYC CCoC is issuing the evaluation criteria to be used as part of the 2017 NOFA ranking process. This document outlines the requirements related to the evaluation process. To ensure that our application is competitive and fully funded, NYC CCoC reserves the right to amend these requirements and/ or issue additional requirements as needed and in response to criteria issued in the FY2017 HUD NOFA.

II. Highlights for the 2017 Evaluation Process

For the first time, we will use the citywide HMIS Data Warehouse as a source of our data. In order to ensure data accuracy, for the 2017 Evaluation DSS will complete the evaluation form using the information from the Data Warehouse, where it can. Providers will also complete an online survey as a way to confirm the accuracy of the data. In addition, we will switch to the federal fiscal year for all of the questions except for the spend-down question. Projects will be responsible for submitting accurate information in the online survey and providing back up documentation. Documentation can include their official APR when available or a summary report from their agency database.

In 2016, the questions about chronic homelessness and literal homelessness were unscored. For the 2017 evaluation, the chronic homeless question will be scored while the literally homeless question will remain unscored.

The goal of the evaluation is to demonstrate the effectiveness of the CoC programming and help identify potential areas of improvement. Results from the evaluation will contribute to the CoC competitive application and identify lower performing program that could benefit from Performance & Quality Improvement (PQI) technical assistance.

III. Evaluation Review Process

All projects that have been operating for at least one year and have completed an APR will be included in the evaluation process. Projects that were not renewed in the 2016 NOFA do not have to complete the evaluation process. Any project which feels that they should be exempt from the evaluation process should contact their DSS representative by March 10, 2017 to establish eligibility. All projects that have been operating for at least one year will be considered eligible for the evaluation.

The following outlines key steps and aspects of the 2017 project evaluation process:

1. Evaluation Process Information Sessions

- **Session 1:** March 2nd at **3:00am** @ 33 Beaver Street, Rm 1770
- **Session 2:** March 3rd at **1:00pm** @ 33 Beaver Street, Rm 1303
- **Session 3:** March 3rd at **3:30pm** @ 33 Beaver Street, Rm 1303

Details for the information sessions will be emailed to the CoC distribution list and the NOFA contacts, and will be posted on www.nychomeless.com. Additional sessions will be added only if necessary.

These sessions are mandatory.

2017 Evaluation Process

2. Back up documentation

- Back up documentation is due on **March 17th, 2017**. This year all contracts will use the federal fiscal year of 10/1/2015 to 9/30/2016. All programs will also submit to DSS the most recently submitted APR through Survey prior to **March 17th, 2017**. Failure to submit the APR with the online survey by the deadline will result in deduction and or disqualification from the evaluation process.

3. Tool Completion

- Projects will complete the online survey tool for the time period of 10/1/2015 to 9/30/2016 (the Federal Fiscal Year).
- Calculations that result in decimal points .5 and over will be rounded up to the next whole number. Calculations that result in decimal points less than .5 will be rounded down to the previous whole number.
- DSS will communicate the preliminary evaluation results on **April 14th, 2017**. Final results will be posted on the NYC CCoC website and individual project results will be sent via email. A general notification will go out via the NYC CCoC distribution list.

4. Exemptions

- Youth & Domestic Violence programs are exempt from the chronic homeless question. ○ Youth programs are exempt from the employment question.
- If a program is exempt from a question that other programs in their program type are required to answer, that program will be given full points for that question.

5. Appeals process:

- Projects wishing to appeal must submit the appeal form on page 8 of this document to DSS by **April 21st, 2017**
- An Ad Hoc appeal committee will convened to review the appeals and communicate their final decisions by **May 5th, 2017**
- Applicants disputing appeals decisions may appeal to the CCoC Steering Committee. Steering Committee decisions are final.

• Results:

- **Results of the evaluation will released May 8th, 2017 and posted on the CCoC website**
- Projects rated as “low” performer or that do not achieve the applicable housing outcome goal or any other specific performance minimums established by the Steering Committee will be subject to the PQI process, possible submission of a PQI plan, and ongoing review/monitoring.
- These scores, in conjunction with other CCoC priorities, will be used to determine the final project ranking and tier assignment, as applicable, for the HUD collaborative application.

2017 Evaluation Process

IV. 2017 NYC CCoC Evaluation Process Timeline

Activity	Deadline
Discuss Recommended Changes to 2017 Evaluation Process	January – February 2017
Approve 2017 Evaluation Tool at Steering Committee Meeting	February 17, 2017
Evaluation Online Survey Opens for Data Collection	March 3, 2017
Deadline to Notify DSS for Exempt Status	March 10, 2017
Evaluation Information Sessions	March 2-3, 2017
Online Evaluation Survey Due with verification materials (back-up documentation to survey and consumer participation materials)	March 17, 2017
Preliminary Results	April 14, 2017
Appeals of Evaluation Results Due	April 21, 2017
Program Notified on Status of Appeals	May 5, 2017
Final Evaluation Results	May 8, 2017

V. Project Evaluation Methodology

Performance Goal Achievement

Performance data included in evaluation tools will be compared to benchmarks and rated as either “achieved” or “not achieved”. Unless otherwise indicated in the evaluation tool, a goal is “achieved” when the benchmark is met. Performance which exceeds benchmark as defined by the tool will be considered for additional points. Please refer to accompanied final evaluation tool.

Project Performance Results

Performance data for each project will be reviewed and result in a project performance rating of “high,” “medium,” or “low.” Performance scores and ratings will be based on achievement of performance goals specific to each program type, as described below.

Results will be based on the overall score as a percentage of the total possible points for each project (which varies by project type and specific exemptions detailed the Scoring Summary Tables). The thresholds for inclusion in each category will be determined based on the final distribution of scores. Projects with scores resulting at the bottom 10% of all projects will be considered low performers. Projects results in the top 10% will be considered high performers. The remaining project will be considered medium performers.

Each performance measure is weighted differently based on the relative importance of the measure to the overall performance and quality of CCoC housing and services. An “exceeded” rating doubles the “achieved” score, unless otherwise indicated below. The base point value is indicated alongside each measure in the Evaluation Tool. Project scores are then calculated as a percentage of the total possible points for the project type. Projects performing below performance standards established by the Steering Committee will be referred to the PQI process, as described in the PQI protocols.

Identical overall scores will be decided through a review of the value achieved starting with the following indicators: spend down of HUD funds, followed by utilization, then housing stabilization and then earned income indicators. Programs with the same overall score will be weighed against each other on individual measures listed above followed by the remaining indicators on the evaluation tool. In the unlikely event that there is still a tie, the Evaluation Committee along with the Chairs will decide on a tie breaking measure base CoC priorities.

2017 Evaluation Process

VI. Specific Instructions and Data Source

Where the source is listed as APR, the data source will consist of Old APR data for the federal fiscal year, 10/1/2015 to 9/30/2016. Questions 2, chronic homelessness for newly admitted clients and head of household literal homelessness, will come from the provider's client information. Question 8, health insurance, will come from the New APR information. Question 10, spend-down, the data will come from the most recently submitted APR.

Question 1: APR question 10 for programs serving individuals and Q11 for programs serving families (will average the PIT utilization rates.)

Question 2: Projects will look in HMIS to determine how many new entrants came into the Permanent Housing program after the specified dates. Projects will provide DSS with verification of chronic status entered into the HMIS or compatible data base system. Acceptable forms of documentation include a print out of aggregate level results for project eligibility. Project eligibility will not be score during this evaluation cycle.

* McKinney-Vento Act Definition of Chronically Homeless

Chronically homeless. (1) An individual who: Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least one year or on at least four separate occasions in the last 3 years; and Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability;

(2) An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility;

OR

(3) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (1) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.
<https://www.onecpd.info/resources/documents/CoCProgramInterimRule.pdf>

Question 3: Projects will calculate this from HMIS using the Admission Date to determine if participants fall in the timeframe. Program will use 'Residence Prior to Program Entry' and 'Length of Stay at Previous Place' (if they came from an institutional setting). Projects will provide DSS with verification of project eligibility entered into the HMIS or compatible data base system. Acceptable forms of documentation include a print out of aggregate level results for project eligibility. Project eligibility will not be scored during this evaluation cycle.

Question 4: Project will calculate this from HMIS. Project will use the Admission Date, Discharge Date or Last Day of Fiscal Year to calculate an average length of stay.

Questions 5-9: The data for these questions will come from the APR.

Question 10: This information will be gathered from program contract APR. Newly funded programs that recently reallocated funds have will not be scored on the spend-down of HUD funding question. The scores for these projects will be adjusted to account for this exemption by taking the number of points received as a percent of total points available under the other categories.

2017 Evaluation Process



Note: many projects do not enter any data for APR Q3 (grant amount). If this is not complete, the score will be zero.

Question 11: Complete the form on page 9 and email to DSS (nycccoc@DSS.nyc.gov) by March 24th, 2017 along with a copy of the minutes from a consumer/tenant meeting. Note, agency personnel should answer the questions about having a survey and grievance policy, not a consumer.

Question 12: Providers that have uploaded to the HMIS Data Warehouse will receive 1 bonus point. Providers that have uploaded 11 times have met the evaluation goal. Providers that have uploaded 10 times will have 2 points deducted from their score. Providers that have uploaded 9 times or fewer will have 5 points deducted from their score.

Question 13: Provider must attend a DHS training to complete the evaluation tool. Providers that do not attend a training sessions will have 5 points deducted from their score.

2017 Evaluation Process

VII. Score Table Summary

		PH	Some PH S+C	TH	RRH
1	Unit Utilization	6	6	6	0
2	Chronically Homeless	0	0	0	0
3	Project Eligibility	5	5	5	5
4	Average Length of Stay	3	3	3	3
5	Gained or Increased other Income	4	4	4	4
6	Gained or Increased Employment Income	3	3	3	3
7	Health Insurance	0	0	0	0
8	Non-Case Benefits	4	4	4	4
9	Housing Stabilization	8	8	8	8
10	Spend Down	3	0	3	3
11	Consumer Participation	4	4	4	4
	Total Maximum Points	40	37	40	34
	Possible Deduction items				
12	Supplemental Documentation*	-10	-10	-10	-10
13	HMIS Uploads	Range +1 to -5	Range +1 to -5	Range +1 to -5	Range +1 to -5
14	Training	-5	-5	-5	-5

*DEDUCTIONS WILL BE TAKEN IF ANY SUPPLEMENTAL DOCUMENTATION IS NOT SUBMITTED ON TIME – March 24th, 2017 (including the most recent APR and Q10 documents).

2017 NYC CCoC Evaluation Process

VIII. Technical Assistance and Contact Information

For additional questions related to the 2017 NYC CCoC evaluation process, deadlines, and applications, please contact:

Contact Name	Phone Number	Email	Portfolio Coverage
Aleida Valentin	212-232-0529	avalenti@dhs.nyc.gov	Agencies L-Z
Merih Anil	212-232-0830	manil@dhs.nyc.gov	Agencies A-K

For all questions related to **Shelter Plus Care** projects, applicants should contact their government agency sponsor.

Sponsor Government Agency	Contact Name	Phone Number	Email
NYC Department of Housing and Preservation Development	Alyson Zikmond	212-863-8006	zikmunda@hpd.nyc.gov
NYS Office of Mental Health	Caren Abate	212-330-6367	caren.abate@omh.ny.gov
NYS Office of Alcohol and Substance Abuse Services	Sheila Singleton	646-728-4636	sheilasingleton@oasas.ny.gov

If you have specific questions regarding HUD project guidelines, you may contact the local HUD field office representatives listed below. Please do not contact the HUD office regarding our local application deadlines or process as Continuum staff is available to answer those questions.

2017 NYC CCoC Evaluation Process

IX. 2017 NYC CCoC Evaluation Process: Appeals Form

This form must be completed and sent to your DSS representative by noon (12pm) on April 21st, 2017 (Merih Anil anilm@hra.nyc.gov or Aleida Valentin valentina@hra.nyc.gov). You can also email the DSS Continuum of Care team at nycccoc@dhs.nyc.gov for general assistance.

How to Appeal: If you appeal your score, please write a few short sentences describing what you are appealing and attach evidence demonstrating why you think that the appeal should be granted. For example, if your appeal involves information from your data system (such as AWARDS), please submit a copy of the page from your data system.

Name of Agency: _____

Program Name: _____

Program Address: _____

Part I

Section and Question (Measurement and Source/Score) being appealed and why.

Section: _____ Question: _____

Explanation:

Section and Question (Measurement and Source/Score) being appealed and why.

Section: _____ Question: _____

Explanation:

Section and Question (Measurement and Source/Score) being appealed and why.

Section: _____ Question: _____

Explanation:

Part II

Executive Director /Other Executive Name: _____

Signature: _____ Date: _____

Attachment 2: New Project RFP & Scoring Criteria

Part 1 of 2: New Project RFP

New York City Continuum of Care 2017

**Request for Proposals for New Housing Projects (PSH, RRH, & Joint TH/RRH) – REVISED
7/28/17**

DEADLINE EXTENDED BY DHS: Wednesday August 9th

INSTRUCTIONS

The New York City Continuum of Care (NYC CoC) is seeking applications for housing projects for inclusion in the CoC’s 2017 application for HUD Continuum of Care funds. Based on the currently available estimate from HUD, in the 2017 CoC Competition, NYC CoC is eligible for **\$6,800,102 in Bonus** funding. The total funds available for new projects will be determined based on the final bonus amount as determined by HUD combined with any amount of funding that the NYC CoC Steering Committee determines shall be reallocated from existing renewal projects – currently estimated at **\$1.4 Million, and subject to change**. Individual projects may be funded through either bonus or reallocation funds: HUD allows each individual project application to be funded by only one of those two sources. Once projects have been selected for inclusion in the application to HUD, the NYC CoC Team will work with applicants to determine under which source the final project application should be submitted in eSNAPS. As necessary, applicants may be required to submit 2 separate applications in eSNAPS.

The NYC CoC encourages applications from applicants that have never previously received CoC funds as well as from applicants that are currently receiving or have in the past received CoC funds. The NYC CoC is seeking applications for the following project types:

- New **Permanent Supportive Housing (PSH)** projects that are dedicated to 100 percent chronically homeless individuals and families including youth/young adults experiencing chronic homelessness, or “DedicatedPlus” projects as defined below.*
- New **Rapid Rehousing (RRH)** projects that will serve homeless individuals and families, including youth, who meet the criteria defined below.
- A new project type: Joint **Transitional Housing (TH) and Rapid Rehousing (RRH)**, which will combine TH and RRH into a single project to serve individuals and families experiencing homelessness as described below. Agencies interested in seeking funding for joint TH-RRH should review [Snaps-in-Focus-New Joint Transitional Housing and Rapid Re Housing Component](#)

RRH projects may serve individuals and families, including unaccompanied youth, who meet the following criteria:

- 1) residing in a place not meant for human habitation;
- 2) residing in an emergency shelter or coming directly from the streets;
- 3) persons who qualify under paragraph (4) of the definition of homelessness, including persons fleeing or attempting to flee domestic violence situations (see definitions section);
- 4) residing in a transitional housing project that was eliminated in the FY2017 CoC Competition;
- 5) residing in transitional housing funded by a Joint TH-RRH component project;
- 6) receiving services through a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.

Joint TH-RRH projects may serve individuals and families, including unaccompanied youth, who meet the following criteria:

- 1) Directly from the street or other locations not meant for human habitation.
- 2) Directly from emergency shelters (this includes domestic violence emergency shelters).
- 3) Directly from safe havens.
- 4) Persons at imminent risk of losing their night time residence within 14 days, have no subsequent housing identified, and lack the resources to obtain other housing¹
- 5) Persons fleeing domestic violence (or attempting to flee and including human trafficking, victims of sexual assault, stalking, and dating violence).
- 6) Directly from transitional housing
- 7) Persons receiving services through a Department of Veterans Affairs (VA)-funded homeless assistance program.

¹ The NYC CoC Written Standards establish the following limitations on admissions in this category for projects that do not target youth under 25 or victims of domestic violence: The primary objective of transitional housing is to end literal homelessness within the CoC. Eligibility is, generally, restricted to families and individuals who are literally homeless, including those who may also be fleeing or attempting to flee domestic violence and who are literally homeless (homeless definition Category 1 and Category 4, if also literally homeless). Transitional housing projects may admit people who are at imminent risk of homelessness (Category 2) only when the applicant met the literal homelessness (Category 1) definition within the past 2 years. Such admissions should be rare and may not, generally, comprise more than 10% of program admissions.

Individuals coming from an institution where they have resided for 90 days **or** less AND have entered the institution from the streets, emergency shelter, **or** safe haven, maintain their homeless status during that time. Include these program participants in the percentages on page 18 of this application for streets and places not meant for human habitation, emergency shelters, and safe havens accordingly.

Joint **Transitional Housing (TH)** and **Rapid Rehousing (RRH)** projects include two existing program components – transitional housing and rapid re-housing in a single project to serve individuals and families experiencing homelessness. HUD will limit eligible costs as follows, in addition to other limitations as defined in the CoC Program Interim Rule: capital costs (i.e., new construction, rehabilitation, or acquisition, leasing of a structure or units, and operating costs to provide transitional housing; short or medium-term tenant-based rental assistance (i.e., up to 24 months) on behalf of program participants to pay for the rapid rehousing portion of the project; supportive services; HMIS, and project administrative costs.

When a participant is enrolled in a Joint TH-RRH component project, the recipient or sub-recipient must be able to provide both components, including the units supported by the TH component and the tenant-based rental assistance and services provided to all participants. A participant may choose to receive only the TH unit or the RRH assistance, but the recipient and sub-recipient must make both types of assistance available.

New in the FY 2017 CoC Program Competition, HUD will allow project applicants to apply for a new **expansion project** under the reallocation process or bonus in order to expand existing eligible renewal projects that will increase the number of units in the project or allow the recipient to serve additional persons. HUD has clarified that the component type for the existing project and the new expansion project must be identical (e.g., an existing PSH project may only apply for a PSH expansion, an existing RRH project may only apply for a RRH expansion, and, since it is an entirely new component type, Joint TH-RRH projects may not be funded as an expansion). Projects may not apply for an expansion to replace other funding sources. Applicants seeking funding for an expansion project should complete the relevant section of this application.

Existing TH projects may reallocate their current funds to enable creation of a new Joint TH-RRH Project. Applicants wishing to consider this option should consider the following:

- By enabling RRH assistance, this option will provide expanded exit options for project participants beyond those currently available to TH participants, who are not currently eligible for CoC funded RRH.
- HUD has clarified that RRH participants maintain their chronic homeless status. This enables projects to use RRH as a bridge to PSH for disabled chronically homeless participants.
- Participants in existing TH projects that are no longer being funded in the 2017 CoC Competition, including those residing in TH projects choosing to reallocate to joint TH-RRH, will be eligible for assistance under the new Joint TH-RRH component Type.

- Applicants should note that a vote on the following motion will occur at the 8/18/17 Steering Committee meeting:

For existing Transitional Housing (TH) projects wishing to reallocate to create a new Joint Transitional Housing - Rapid Re-housing (TH-RRH) project, assuming their new project application is of sufficiently high quality to pass HUD threshold criteria, and is determined by the review committee to: 1) demonstrate adequate applicant capacity to manage the project, 2) fill a critical gap in the CoC and 3) meet the needs of proposed participants, the new project will be ranked in a manner that is consistent with the evaluation score of their existing TH project.

To enable addition of the RRH component, such projects would be able to submit a new project application for more funding than they currently receive for the existing TH project. The CoC reserves the right to place reasonable limitations on the amount of additional funds awarded (e.g., based on funds available and to ensure cost-effectiveness, including that costs do not deviate substantially from the norm). If they determine that the amount awarded is insufficient to adequately operate the proposed Joint TH-RRH project or the review committee decides not to award the proposed project, agencies may opt to continue their existing TH project and rescind their Joint TH-RRH application.

These provisions would be incentives for projects that scored well on their renewal project evaluation and that would be ranked in Tier 1 to consider reallocation to create a new Joint TH-RRH project.

- Applicants should also that HUD will consider the new Joint TH-RRH project to be an entirely new project. Funding for the existing TH project will end in accordance with the end date of the grant agreement funded through the 2016 CoC Competition. Recipients may seek a no cost extension from HUD to enable full spending of any remaining funds beyond the scheduled grant end date. The start date of any new Joint TH-RRH project funded through the 2017 CoC Competition would be determined following the award announcement by HUD. The new project would start sometime in Calendar Year 2018, and there may be a gap between the end date of the existing TH project and the start date of the new Joint TH-RRH project.

Please note that this application is based on the best information that is currently available and the NYC CoC may need to revise the requirements described herein and/or request additional information based on additional guidance received from HUD and/or policy decisions made by the NYC CoC Steering Committee.

All applications for PSH, RRH, and Joint TH-RRH projects are due by close of business on Wednesday August 9th and should be sent to NYCCoC@hra.nyc.gov. Only emailed proposal packets will be accepted. The NYC CoC reserves the right to announce an extended deadline as needed, though additional extensions are unlikely.

Applicants may submit questions to [Michael Brydges](#) or [Charlie Winkler](#).

Project Requirement and Priorities:

- Eligible activities/projects for the Funds:
 - All projects must be Permanent Supportive Housing, Rapid Re-Housing, or Joint Transitional Housing – Rapid Re-Housing
 - Projects can request funds for
 - PSH: Rental assistance, leasing, operating, construction, acquisition, rehabilitation
 - RRH: Rental assistance (must be tenant-based –TBRA)
 - Joint TH-RRH: Rental assistance to pay for RRH assistance (must be tenant-based –TBRA), leasing, operating, construction, acquisition, rehabilitation to provide transitional housing
 - ALL Projects: Supportive Services
 - ALL Projects: HMIS
 - ALL Projects: Admin
 - Term – Projects may request up to 5 years of funding for rental assistance, operating, or supportive services, and up to 3 years for leasing and capital funds. The NYCCoC reserves the right to change the maximum allowable term for final applications submitted to HUD based on NOFA requirements and/or strategic priorities such as those aimed at maximizing federal funding.
 - Projects seeking construction, acquisition, rehabilitation funds must provide a deed demonstrating site control for a building or units where evidence of site control exceeds the requested grant term.
 - The FY 2017 HUD Appropriations Act requires HUD to obligate FY 2017 CoC Program funds by September 30, 2019. Obligated funds remain available for expenditure until September 30, 2024. However, HUD reserves the right to require an earlier expenditure deadline under a grant agreement. The applicant is expected to initiate the approved projects promptly in accordance with the requirements of the NOFA. Grant terms, and associated grant operations, may not extend beyond the availability of funds. Applicants must plan accordingly and only submit applications that can start operations in a timely manner with sufficient time to complete post award process within the awarded grant term. In addition, HUD will take action if the grantee fails to satisfy the timeliness standards found in 24 CFR 578.85. HUD strongly encourages all rental assistance to begin within 12 months of award. Awards are anticipated to occur in approximately December 2017. The NYC CoC reserves the right to change requirements related to timeliness of expenditures for

- final applications submitted to HUD based on NOFA requirements and/or strategic priorities such as those aimed at rapid project start-up.
- The NYC CCoC reserves the right to prioritize funding for applications that will be ready for occupancy no later than 6 months after the award of funds. Awards are anticipated to occur in approximately December 2017.
 - Projects cannot combine the following types of assistance in a single structure or housing unit:
 - Leasing and acquisition, rehabilitation, or new construction
 - Tenant-based rental assistance and acquisition, rehabilitation, or new construction
 - Short or medium-term rental assistance and acquisition, rehabilitation, or new construction
 - Rental assistance and leasing
 - Rental assistance and operating

Joint TH-RRH projects may combine capital costs (acquisition, rehabilitation, or new construction), leasing of a structure or units, and operating costs to provide transitional housing with short or medium-term rental assistance to pay for the rapid re-housing portion of the project.

- Projects, except as prohibited to protect victims of domestic violence, dating violence, sexual assault, or stalking, must agree to enter client data into the NYC CCoC HMIS. Excepted projects must enter data into a comparable database.
- All projects must participate in the annual homeless count(s), and any applicable coordinated access system, and comply with the NYCCoC Written Standards www.nychomeless.com and all other NYC CCoC Policies and Procedures.
- Applications must demonstrate:
 - A plan for **rapid implementation** of the program; the project narrative must document how, and when, the project will be ready to begin housing the first program participant, when the project will achieve full occupancy, and a detailed plan for how the project will ensure timely implementation.
 - A connection to **mainstream service systems**, specifically:
 - 1) that activities are in place to identify and enroll all Medicaid-eligible program participants; AND
 - 2) whenever possible, that the project includes Medicaid-financed services, including case management, tenancy supports, behavioral health services, or other services important to supporting housing stability. Project applicants may include Medicaid-financed services either by the recipient receiving Medicaid coverage payments for services provided to project participants or through formal partnerships with one or more Medicaid billable providers (e.g., Federally Qualified Health Centers). Medicaid-financed health services provided in a hospital setting do not qualify. Where projects can demonstrate that there are barriers to including Medicaid-financed services in the project, they must demonstrate that the project leveraged non-Medicaid resources available in the CoC's geographic area, including mainstream behavioral

- health system resources such as mental health or substance abuse prevention and treatment block grants or state behavioral health system funding.
- 3) that services are in place to connect participants to mainstream resources, including benefits, health insurance and employment services
- 4) for stable PSH participants, that the project will assess participants' interest in moving on to independent affordable housing, and offer assistance, as indicated, to help tenants who would like to move on to explore independent housing options and apply for mainstream affordable housing opportunities
- Experience in operating a successful **Housing First** program and a program design that meets the definition of Housing First as adopted by the NYC CCoC (see Housing First Practices in the Appendix).
- A plan for outreach to the eligible population.
- That the project is cost-effective, including costs of construction, operations, and supportive services with such costs not deviating substantially from the norm in that locale for the type of structure or kind of activity.
- That they meet HUD's match requirements (See page 28)
- Eligible localities:
 - Projects must be located within the five boroughs of New York City.
- Eligible populations:
 - PSH:
 - All projects must dedicate 100% of units to chronically homeless individuals and/or families, as defined by HUD (or 100% of units to populations who meet the Dedicated Plus criteria (See Appendix).
 - PSH project applicants must demonstrate that they will first serve people experiencing chronic homelessness according to the order of priority established in the NYC CoC Written Standards (available at: www.nychomeless.com). Note that HUD released updated guidance regarding prioritization of people experiencing chronic homelessness in PSH and the NYC CoC Steering Committee recently amended the NYC CoC Written Standards accordingly. Please go to www.nychomeless.com for more information.
 - Disabilities: All projects must serve exclusively disabled individuals as defined by HUD (See Appendix)
 - RRH may serve individuals and families, including unaccompanied youth, who meet the following criteria:
 - residing in a place not meant for human habitation;
 - residing in an emergency shelter or coming directly from the streets;
 - persons who qualify under paragraph (4) of the definition of homelessness, including persons fleeing or attempting to flee domestic violence situations (see definitions section);

- residing in a transitional housing project that was eliminated in the FY2017 CoC Competition;
 - residing in transitional housing funded by a Joint TH-RRH component project;
 - receiving services through a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.
- Joint TH-RRH may serve individuals and families, including unaccompanied youth, who meet the following criteria:
- Coming directly from the street or other locations not meant for human habitation.
 - Coming directly from emergency shelters (this includes domestic violence emergency shelters).
 - Coming directly from safe havens.
 - Persons at imminent risk of losing their night time residence within 14 days, have no subsequent housing identified, and lack the resources to obtain other housing²
 - Persons fleeing domestic violence (or attempting to flee and including human trafficking, victims of sexual assault, stalking, and dating violence).
 - Coming directly from transitional housing
 - Persons receiving services through a Department of Veterans Affairs (VA)-funded homeless assistance program.

Individuals coming from an institution where they have resided for 90 days **or** less AND have entered the institution from the streets, emergency shelter, **or** safe haven, maintain their homeless status during that time.

² The NYC CoC Written Standards establish the following limitations on admissions in this category for projects that do not target youth under 25 or victims of domestic violence: The primary objective of transitional housing is to end literal homelessness within the CoC. Eligibility is, generally, restricted to families and individuals who are literally homeless, including those who may also be fleeing or attempting to flee domestic violence and who are literally homeless (homeless definition Category 1 and Category 4, if also literally homeless). Transitional housing projects may admit people who are at imminent risk of homelessness (Category 2) only when the applicant met the literal homelessness (Category 1) definition within the past 2 years. Such admissions should be rare and may not, generally, comprise more than 10% of program admissions.

- Except as noted above, persons in transitional housing **are not eligible** for new PSH or RRH projects funded through this RFP.
- Eligible applicants:
 - A. Eligible project applicants for the CoC Program Competition are nonprofit organizations, States, local governments, and instrumentalities of State and local governments, and public housing agencies.
 - B. Applications shall only be considered from project applicants in good standing with HUD, which means that the applicant does not have any open monitoring or audit findings, history of slow expenditure of grant funds, outstanding obligation to HUD that is in arrears or for which a payment schedule has not been agreed upon, or history of serving ineligible program participants, expending funds on ineligible costs, or failing to expend funds within statutorily established timeframes.
- C. Priorities:
 - Bonus points will be available to PSH, RRH, and Joint TH-RRH projects that dedicate a minimum of 50% of units for unaccompanied and parenting youth under age 25.
 - Bonus points will be available to PSH projects that demonstrate a viable plan to begin housing eligible participants within 12 months of award and to achieve full occupancy within 18 months of award.
 - Additional bonus points will be available to PSH projects that demonstrate a viable plan to begin housing eligible participants within 6 months of award and to achieve full occupancy within 12 months of award.
 - Bonus points will be available to Joint TH-RRH and RRH projects that demonstrate a viable plan to begin housing eligible participants within 4 months of award and to achieve full occupancy within 8 months of award.
 - Bonus points will be awarded for projects that prioritize Veterans who are ineligible to receive HUD-VASH/SSVF services.
 - Bonus points will be given to projects that will employ homeless and/or formerly homeless individuals.

APPLICATION

All information requested in this application is required, and the CoC reserves the right not to review applications that:

- Are late
- Are incomplete
- Are submitted by ineligible applicants
- Do not indicate that the proposed project will meet all eligibility requirements
- Exceed the following maximum page limit: *combined 15 page limit using a 12 point font with one inch margin for Sections 1 (Organizational Experience and Capacity), 2 (Project Description, and 3 (Supportive Services for Participants).*
- Propose costs that deviate substantially from the norm in the locale for the type of structure or kind of activity proposed.

Applications are due by COB on Wednesday August 9th and should be sent to NYCCoC@hra.nyc.gov

- Please contact Michael Brydges at brydgesm@hra.nyc.gov for questions about the form or process.

1. Project Applicant Information:

- a. Name of Organization: _____
- b. Organization Type
 - Units of Local Government Non-profit 501(c)(3) PHA
 - State Government Other: Describe _____
- c. DUNS Number: _____

2. Sub-Recipient Organization (if applicable):

- a. Name of Organization: _____
- b. Organization Type
 - Units of Local Government Non-profit 501(c)(3) PHA
 - State Government Other: Describe _____
- c. DUNS Number: _____

3. Contact person for this application:

- a. Name: _____ Title: _____
- b. Phone: _____
- c. Email: _____

4. Project Address: _____

- 5. Type of Project:** PSH RRH Joint TH - RRH

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6. Is this an expansion project? YES No

If this is an expansion project, please indicate:

- a. Is this project seeking expansion funds to replace other funding sources?
 YES No (Note: use of expansion funds to replace other sources is not permitted)
- b. **Component Type of the existing project:** PSH RRH
- c. **Component Type of the expansion project:** PSH RRH
 (component types of the existing and expansion projects must be identical)
- d. **Grant # of the eligible renewal project that is requesting expansion:**

- e. **Point in Time (PIT) Project Capacity:**

	<i>PIT Capacity - Existing Project</i>	<i>PIT Capacity – New Project</i>	<i>Total PIT Capacity – Existing Project + New Project</i>
# of Units			
# of Beds			
# of Households Served			
# of People Served			

7. Proposed Project Term: _____ Years

8. Proposed Project Budget - Annual

Activities	Annual Assistance Requested
Rental Assistance	
Indicate Type of RA (if applicable)	<input type="checkbox"/> TBRA (Required for RRH) <input type="checkbox"/> PBRA <input type="checkbox"/> SBRA
Leasing	
Supportive Services	
Operations	
Rehabilitation	
New Construction	
Acquisition	
HMIS	
Sub-total Request (Add all lines above)	

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Administrative costs (Up to 10% of subtotal) ³	
Total Annual Request (Add Sub-total and Admin)	
Cash Match	
In-kind Match	
Total Match (Add cash and in-kind match) must be at least 25% of total request excluding leasing ⁴	
Total Annual Budget (Add Total Request and Total Match)	

³ NYCCoC reserves the right to limit administrative requests for final applications submitted to HUD based on strategic priorities such as those aimed at maximizing direct assistance. Applicants should note that only the following types of costs are eligible as administrative expenses under the CoC program: Preparing program budgets and schedules; developing compliance systems; monitoring compliance; developing agreements with sub-recipients and contractors; preparing reports and documents for HUD; coordinating audit and monitoring findings resolution; evaluating the program against objectives; managing/supervising the functions above; travel costs incurred for monitoring of subrecipients; administrative services performed under third party contracts (legal, accounting, and audit services); other costs for goods and services required for the administration of the program (rental or purchase of equipment, insurance, utilities, rental/maintenance of office space); providing training on CoC requirements and attending HUD-sponsored training; environmental review. Admin funds must be allocated only to the eligible costs listed above.

⁴ NYCCoC discourages projects from committing more than the required match. HUD will monitor based on the amount committed in the application and overcommitting increases recapture risk.

9. Proposed Project Budget – Total (applies only to projects requesting a term of more than 1 year)

Activities	Total Assistance Requested over Full Term
Subtotal Multi-Year Request (Multiply applicable lines by # of years)	
Administrative costs (Up to 10% of subtotal) ⁵	
Total Annual Request (Add Sub-total and Admin)	
Cash Match	
In-kind Match	
Total Match (Add cash and in-kind match) must be at least 25% of total request excluding leasing ⁶	
Total Budget Over Full Term (Add Total Request and Total Match)	

10. Housing Type

- a. Type: Single Site Scatter Site
- b. Total Number of Units: _____
- c. Total Number of Beds: _____

11. A. Population to be Served in the Project (Point-in-Time)

Households	Households with At Least One Adult and One Child	Adult Households without Children	Households with Only Children	Total
Total Number of Households				

**B. Population to be Served in the Project (Annually – over the course of a year)
(Not applicable for PSH - Applies to RRH and Joint TH-RRH only)**

Households	Households with At Least One Adult and One Child	Adult Households without Children	Households with Only Children	Total
Total Number of Households				

⁵ NYCCoC reserves the right to limit administrative requests for final applications submitted to HUD based on NOFA requirements and/or strategic priorities such as those aimed at maximizing direct assistance.

⁶ NYCCoC discourages projects from committing more than the required match. HUD will monitor based on the amount committed in the application and overcommitting increases recapture risk. Projects are encouraged to move excess match to leverage.

1. Organizational Experience and Capacity of Applicant & Sub-Recipients

PLEASE NOTE: maximum combined page limit is 15 pages using a 12 point font with one inch margin for Sections 1 (Organizational Experience and Capacity), 2 (Project Description, and 3 (Supportive Services for Participants).

<p>A. Describe the experience of the project applicant, sub-recipients (if applicable), and partner organizations (e.g., key contractors, service providers if applicable) as it relates to providing supportive services and housing for homeless persons, and carrying out the activities of the project. Be sure to provide concrete examples that illustrate (1) experience/expertise with renting units, operating rental assistance, and providing supportive services similar to the activities proposed in the applications (2) working with and addressing the target population’s identified housing and service needs. Specifically describe your experience with:</p> <ul style="list-style-type: none">• the Housing First model• delivering or securing Medicaid funded services for participants in the agency’s programs• linking participants to mainstream resources, including benefits, health insurance, employment services, and mainstream affordable housing• assessing stable participants’ interest in moving on to independent affordable housing and offering assistance, as indicated, to help tenants who would like to move on to explore independent housing options and apply for mainstream affordable housing opportunities (PSH ONLY)
<p>B. Describe experience of project applicant and partners (if applicable) relating to serving the eligible population you are proposing to serve.</p>
<p>C. Describe the basic organization and management structure of the applicant and subrecipients (if any). Include description of internal and external coordination, structures for managing basic organization operations, and an adequate financial accounting system that will be used to administer the grant.</p>
<p>D. Describe the experience of the applicant and potential subrecipients (if any), in effectively utilizing federal funds and performing the activities proposed in the application, given funding and time limitations.</p>

What actions are you taking to ensure timely draw down?
K. Have you submitted on time Annual Progress Reports (APRs) for all HUD CoC grants in the last two years? <input type="checkbox"/> Yes <input type="checkbox"/> No
If no, what is the reason that APRs were late?
What actions are you taking to ensure timely submission?

12. Project Description

A. Provide a description that addresses the entire scope of the proposed project. The project description should be complete and concise. It must address the entire scope of the project, including a clear picture of the community/target population(s) to be served, the plan for addressing the identified needs/issues of the CoC community/target population(s), projected outcome(s), and any coordination with other source(s)/partner(s). The description must be consistent with other parts of this application and identify: <ul style="list-style-type: none">• The target population including the number of single adults and the number of families with children to be served when the project is at full capacity• Address and location of units• Type and number of units – scatter site or single site, single or multi-family homes, etc.• The specific services that will be provided and outreach methods to be used to serve the long-term homeless population• Projected outcomes• Coordination with partners• Project timeline – when units will be developed or leased-up• HMIS implementation• How the project will leverage or deliver Medicaid and other mainstream services to participants
B. Describe the estimated schedule for the proposed activities, the management plan, and the method for assuring effective and timely completion of all work.

C. In cases where the proposed project is expanding an existing project, describe how the requested funds will supplement existing services and resources, and increase participants served.

D. Describe a plan for **rapid implementation** of the program; Indicate the month and year in which the project will begin to house eligible participants, the month and year in which the project will achieve full occupancy, and a detailed plan for ensuring timely and full project rent-up. If any project site is not currently owned or under a lease agreement, provide a summary of relevant contracts and agreements (e.g., with local landlords, housing locator specialists, public housing authority, other partner organizations) needed for the achievement of project operation. The narrative must provide evidence that ensures there will be no delay in service provision to participants, operation of CoC management systems, or the leasing of units for reasonable rents.

E. Will the project receive referrals only through one of NYC’s established local Coordinated Access systems (e.g. HRA 2010e, HASA, DHS Housing Unit, etc.)

Yes No

If No, please explain why and provide information about how the project will ensure access to the proposed project using a low barrier approach and appropriate targeting of resources to eligible participants whose level of need is appropriate to the proposed model type.

F. PSH Only: Describe recipient/subrecipient capacity for assessing need, prioritizing persons with the most severe needs and outreaching to identify chronically homeless people and the specific plan for how the project will first serve the chronically homeless according to the order of priority established in the NYC CoC Written Standards (available at: www.nyhomeless.com). Note that HUD has released updated guidance regarding prioritization of people experiencing chronic homelessness in PSH and the NYC CoC Steering Committee recently updated the written standards accordingly. Please go to www.nyhomeless.com for more information.

G. Describe recipient/subrecipient experience with and a description of the program design for implementing Housing First.

H. Will participants be required to live in a particular structure, unit, or locality, at some point during the period of participation? Yes No

Will more than 16 persons reside in a structure? Yes No

If yes, please answer the following questions

- Describe local market conditions that necessitate a project of this size.
- Describe how the project will be integrated into the neighborhood.

I. If the project involves capital development, please describe the proposed development activities and the responsibilities that the applicant and potential subrecipients (if any) will have in developing, operating, and maintaining the property.

J. Will your agency employ homeless and/or formerly homeless individuals in this project?

Yes No

If yes, please describe the role of these individuals in the project.

K. Describe your plans to implement a system of Continuous Quality Improvement, program evaluation, and consumer satisfaction in order to ensure that your program provides a high quality of services. Please describe how outcomes related to improving employment rates and increasing income among participants will be measured.

L. Describe your agency's existing mechanism(s) for consumer involvement and how that information is used. Describe how you would obtain consumer feedback in this new program.

III. Supportive Services for Participants

A. For projects serving **families with dependent children and single adults 24 years old or younger**, does the applicant/sponsor have policies and practices that are consistent with, and do not restrict the exercise of rights provided by the education subtitle of the McKinney-Vento Act, as updated by the Every Student Succeeds Act, and other laws relating to the provision of educational and related services to individuals and families experiencing homelessness?
Yes No

B. For projects serving **families with dependent children and single adults 24 years old or younger**, does the applicant/sponsor have a designated staff person responsible for ensuring that children are enrolled in school and connected to the appropriate services within the community, including early childhood education programs such as Head Start, Part C of the Individuals with Disabilities Act, and McKinney-Vento education services?
Yes No

C. Describe how participants will be assisted to obtain and remain in permanent housing. The description must be consistent with other parts of this application and identify:

- Plan to move eligible participants into the project
- Needs of tenants and plan for addressing those needs including but not limited to: health, behavioral health, education, employment, life skills and child care services
- How units will be identified and rent reasonableness will be determined

D. Describe how participants will be assisted to increase employment and/or income and to maximize their ability to live independently. The description must be consistent with other parts of this application and identify:

- Needs of target population and services required
- How tenants will access these services
- Coordination with other providers and mainstream systems

- How tenants will access SSI/SSDI and other mainstream benefits
- Unique needs of youth (if applicable)

E. Please identify whether the project will include the following activities:

Transportation assistance to clients to attend mainstream benefit appointments, employment training, or jobs? Yes No

Regular follow-ups with participants to ensure mainstream benefits are received and renewed? Yes No

Will project participants have access to SSI/SSDI technical assistance provided by the applicant, a subrecipient, or partner agency? Yes No

Indicate the last SOAR training date for the staff person providing the technical Assistance:

IV. Outreach for Participants

A. Enter the percentage of homeless persons who will be served by the proposed project for each of the following locations:

___ Persons who came from the street or other locations not meant for human habitation

___ Persons who came from Emergency Shelters

___ Persons who came from safe havens

___ Total of above percentages

B. Describe the outreach plan to bring eligible homeless participants into the project, including a contingency plan to ensure project rent-up in accordance with the described timeline if sufficient eligible applicants are not identified in a timely manner.

V. Supportive Services Type and Frequency:

A. For all supportive services available to participants, indicate who will provide, how they will be accessed and how often they will be provided **regardless of the resources that will be used to pay for the services.**

For Provider, indicate: "Applicant" if the applicant will provide the service directly; "Subrecipient" if a subrecipient will provide the service directly; "Partner" if an organization that is not a subrecipient of project funds but with whom a formal agreement or memorandum of understanding (MOU) has been signed will provide the service directly; or, "Non-Partner" to if a specific organization with whom no formal agreement has been established regularly provides the service to clients.

		Frequency – select one per service type				
Supportive Service	Provider	Daily	Weekly	Bi-monthly	Monthly	Does not Apply
Assessment of Service Needs						
Assistance with Moving Costs						
Case Management						
Child Care						
Education Services						
Employment Assistance/Job Training						
Food						
Housing Search/ Counseling Services						
Legal Services						
Life Skills						
Mental Health Services						
Outpatient Health Services						
Outreach Services						
Substance Abuse Treatment Services						
Transportation						
Utility Deposits						

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B. How accessible are basic community amenities (e.g. medical facilities, grocery store, recreation facilities, schools, etc) to the proposed project?

- Yes, very accessible
- Somewhat accessible
- Not accessible

VI. Population/Subpopulation Characteristics

Population Characteristics	Persons in Households with At Least One Adult and One Child	Adult Persons in Households without Children	Persons in Households with Only Children	Total
Disabled Adults over age 24				
Non-disabled Adults over age 24				
Disabled Adults ages 18-24				
Non-disabled Adults ages 18-24				
Accompanied Disabled Children under age 18				
Accompanied Non-disabled Children under age 18				
Unaccompanied Disabled Children under age 18				
Unaccompanied Non-disabled Children under 18				

Totals from Above:

Total Number of Adults over age 24				
Total Number of Adults ages 18-24				
Total Number of Children under 18				
Total Persons				

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SUBPOPULATIONS: For PSH, each person must be listed as chronically homeless or Dedicated Plus.

Households with At Least One Adult and One Child

	Chron. Homlss or Dedic Plus Non-Vets	Chron. Homlss or Dedic Plus Vets	Chronic Subs. Abuse	Persons with HIV/AIDS	Severely Mentally Ill	Victims of Dom. Viol.	Phys. Disab	Dvlpmt Disab	Not Other-wise Represented
Disabled Adults over age 24									
Non-disabled Adults over age 24									
Disabled Adults ages 18-24									
Non-disabled Adults ages 18-24									
Disabled Children under age 18									
Non-disabled Children under age 18									
Total Persons									

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Adult Households without Children

	Chron. Homlss or Dedic. Plus Non-Vets	Chron. Homlss Or Dedic. Plus Vets	Chronic Subs. Abuse	Persons with HIV/AIDS	Severely Mentally Ill	Victims of Dom. Viol.	Phys. Disab	Dvlpmt Disab	Not Other-wise Represente d
Disabled Adults over age 24									
Non-disabled Adults over age 24									
Disabled Adults ages 18-24									
Non-disabled Adults ages 18-24									
Total Persons									

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Households with Only Children

	Chron. Homlss or Dedic Plus Non-Vets	Chron. Homlss Or Dedic Plus Vets	Chroni c Subs. Abuse	Persons with HIV/AIDS	Severely Mentally Ill	Victims of Dom. Viol.	Phys. Disab	Dvlpmt Disab	Not Other-wise Represented
Unaccompanied Disabled Children >18									
Unaccompanied Non-Disabled Children >18									
Accompanied Disabled Children >18									
Accompanied Non-Disabled Children >18									
Total Persons									

VII. HMIS Participation

- a. Does your agency currently participate in HMIS? Yes No
- b. Will your agency enter data into the HMIS for this proposed project? Yes No

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VIII. Budget detail – complete only the sections relevant to the type of funds your project is requesting
Rental Assistance Budget (enter number of units by unit type; the applicable Fair Market Rent (FMR) level, multiply units times FMR times 12 (1 year grant) and enter totals.

Indicate the Type of Rental Assistance:

Project Based Tenant Based (Required for RRH) Sponsor Based

Unit Size	No. of Units	FMR	Term (12 months)	Total
Efficiency		\$		
1 Bedroom		\$		
2 Bedroom		\$		
3 Bedroom		\$		
4 Bedroom		\$		
Total				

Leasing Costs⁷:

Total Annual Assistance Requested:			
Grant Term:			
Total Request for Grant Term:			
Total Units			
FMR Area	Total Units Requested	Total Annual Assistance Requested	Total Budget Requested

⁷ HUD requires that projects using CoC leasing funds maintain leases between the recipient or sub-recipient of the CoC funds and the property owner.

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Operating Costs

Enter the quantity and total budget request for each operating cost. The request entered should be equivalent to the cost of one year of the relevant operating costs. When including staff costs, please include title, salary and FTE.

Operating Costs	Quantity Description (max 400 characters)	Annual Assistance Requested
Maintenance and repair		
Electricity, Gas and Water		
Property Tax and Insurance		
Furniture		
Replacement Reserve		
Equipment		
Building Security		
Total Annual Assistance Requested		
Grant Term		
Total Request for Grant Term		

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Supportive Services: Enter the quantity and total budget request for each supportive services cost. The request entered should be equivalent to the cost of one year of the relevant supportive service. When including staff costs, please include title, salary and FTE.

Eligible Costs	Quantity Description (max 400 characters)	Annual Assistance Requested
Assessment of Service Needs		
Assistance with Moving Costs		
Case Management		
Child Care		
Education Services		
Employment Assistance		
Food		
Housing Search/Counseling Services		
Legal Services		
Life Skills		
Mental Health Services		
Outpatient Health Services		
Outreach Services		
Substance Abuse Treatment Services		
Transportation		
Utility Deposits		
Operating Costs		
Total Annual Assistance Requested		
Grant Term		
Total Request for Grant Term		

Acquisition/Rehabilitation/New Construction

Enter the amount (\$) requested for eligible development costs at the structure site. The line item costs for new construction may include the actual cost of real property acquisition; however, project applicants may not enter an amount for both new construction and acquisition or rehabilitation for the same structure. For projects requesting funds for new construction, the cost of acquiring land should be included in the New Construction costs. Project applicants may apply for acquisition and rehabilitation costs for the same structure. Refer to section 578.43-47 of the CoC Program interim rule for more information, including what activities are eligible under each of these costs.

Complete the following fields related to the funds being requested for acquisition, rehabilitation, and/or new construction of the new project.

Name of Structure: _____

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Street Address 1: _____

Street Address 2: _____

City: _____

State: New York

Zip Code: _____

Eligible Activity	Amount of Assistance Requested
Acquisition	
Rehabilitation	
New Construction	
Total Assistance Requested:	

HMIS

Enter the quantity and total budget request for each HMIS cost.

Eligible Costs	Quantity and Description	Annual Assistance Requested
Equipment		
Software		
Services		
Personnel		
Space and Operations		
Total Annual Assistance Requested		
Grant Term		
Total Request for Grant Term		

Sources of Match – Please complete the match table below.

Per the CoC Program Interim Rule (24 CFR 578.73), match must equal **25 percent of the total grant request including admin costs but excluding leasing costs** (i.e., any funds identified for Leased Units and Leased Structures). For example, if the ‘total assistance requested’ is \$100,000, and the project applicant did not request costs for Leased Units or Leased Structures, then the project applicant must secure commitments for match funds equal to no less than \$25,000. For example, if the ‘total assistance requested’ is \$100,000, of which \$50,000 is for Leased Units or Leased Structures, then the project applicant must secure commitments for match funds equal to no less than \$12,500 (i.e. , (100K-50K)*.25).

- The total match requirement can be met through **cash, in-kind, or a combination** of the two.
- Match must be used for **eligible costs** for the program component you are applying for, as set forth in the HEARTH Interim Rule (Subpart D of 24 CFR part 578).
- **Cash sources.** A recipient or sub-recipient may use funds from any source, including any other federal sources (excluding Continuum of Care program funds), as well as State, local, and private sources, provided that funds from the source are not statutorily prohibited to be used as a match. The recipient must ensure that any funds used to satisfy the matching requirements of this section are eligible under the laws governing the funds in order to be used as matching funds for a grant awarded under this program.
- The recipient may use the value of any real property, equipment, goods, or services contributed to the project as match, provided that if the recipient had to pay for them with grant funds, the costs would have been eligible. Any such value previously used as match, may not be used again.
- If match is provided through **in-kind sources** from a third party, it must be documented by an **MOU** between the recipient or sub-recipient and the third party that will provide the services. Services provided by individuals must be **valued at rates consistent** with

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those ordinarily paid for similar work in the recipient's or sub-recipient's organization. If the recipient or sub-recipient does not have employees performing similar work, the rates must be consistent with those ordinarily paid by other employers for similar work in the same labor market. The MOU must establish the **unconditional commitment**, except for selection to receive a grant, by the third party to provide the services, the **specific service** to be provided, the **profession** of the persons providing the service, and the **hourly cost** of the service to be provided.

- During the term of the grant, the recipient or sub-recipient must keep and make available, for inspection, **records documenting the service hours provided**.
- **To qualify as match, funds must come to and be disbursed by the grantee.** If benefits are paid directly to program participants, the funding is not going through the agency's books and it cannot be counted as match. For example, rent paid directly to a private landlord does not come to the grantee and so cannot qualify as match. Benefits received by tenants such as SSI, GA do not go to the grantee and cannot be used as match.

Identify Type of Contribution: Cash or In kind	Name the Source of Contribution	Identify Source as: (G) Government or (P) Private	Date of Written Commitment	Value of Written Commitment
<i>Example: Cash</i>	NYC DOHMH NY/NY III Service Funds	G	4/15/16	\$10,000
TOTAL:				\$

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OTHER FUNDING:

Are the HUD CoC funds you are requesting sufficient to operate the project to serve the # of participants proposed in this application? Yes No

If no, how much additional funding is required annually to fully support the project?

What additional funding sources and amounts, other than HUD CoC sources, are committed to this project (e.g. HUD VASH, OMH, DOHMH, HASA, LIHTC, etc.)?

Source	Amount Committed Annually

APPENDIX

DEFINITIONS OF KEY TERMS:

Category 4 – HUD Homeless Definition: HUD defines four categories under which individuals and families may qualify as homeless. Category 4 is individuals and families who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member. HUD has clarified that persons who are fleeing or attempting to flee human trafficking may qualify as homeless under paragraph 4, and therefore may be eligible for certain forms of homeless assistance under the CoC Program, subject to other restrictions that apply. HUD considers human trafficking, including sex trafficking, to be “other dangerous or life threatening conditions related to violence against the individual or family member.” Where an individual or family is fleeing, or is attempting to flee human trafficking, that has either taken place within the individual’s or family’s primary night-time residence or has made the individual or family afraid to return to their primary night-time residence; and the individual or family has no other residence; and lacks the resources or support networks to obtain other permanent housing; HUD would consider that individual or family to qualify as homeless under paragraph 4 of the definition.

Chronically Homeless: The definition of “chronically homeless” currently in effect for the CoC Program is that which is defined in the CoC Program interim rule at 24 CFR 578.3, which states that a chronically homeless person is:

1. **(a)** A “homeless individual with a disability,” as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)), who:
 - i. lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
 - ii. Has been homeless and living as described in paragraph (a)(i) continuously for at least 12 months or on at least four separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described in paragraph (a)(i). Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering an institutional care facility;
- (b)** An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (a) of this definition, before entering the facility;
- (c)** A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (a) or (b) of this

definition (as described in Section I.D.2.(a) of this Notice), including a family whose composition has fluctuated while the head of household has been homeless.

DedicatedPlus projects are PSH projects where 100 percent of the beds are dedicated to serve individuals with disabilities (including unaccompanied homeless youth), and, families in which one adult or child has a disability (including unaccompanied homeless youth), and that at intake are:

- 1) experiencing chronic homelessness as defined by HUD;
- 2) residing in a TH project that will be eliminated and meets the HUD definition of chronic homelessness in effect at the time the individual or family entered the TH project;
- 3) residing in a place not meant for human habitation, emergency shelter, or safe haven; but the individuals or families experiencing chronic homelessness as defined by HUD had been admitted and enrolled in a permanent housing project within the last year and were unable to maintain a housing placement;
- 4) residing in transitional housing funded by a Joint TH and RRH component project and who were experiencing chronic homelessness as defined by HUD prior to entering the project;
- 5) residing and has resided in a place not meant for human habitation, a safe haven, or emergency shelter for at least 12 months in the last three years, but has not done so on four separate occasions;
- 6) receiving assistance through a Department of Veterans Affairs (VA) funded homeless assistance program and met one of the above criteria at initial intake.

Disabling condition:

- A physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury that: Is expected to be long-continuing or of indefinite duration; and substantially impedes the individual's ability to live independently; and could be improved by the provision of more suitable housing conditions; OR
- A developmental disability, as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002); OR
- The disease of acquired immunodeficiency syndrome (AIDS) or any condition arising from the etiologic agency for acquired immunodeficiency syndrome (HIV).

[NYC Coalition on the Continuum of Care Written Standards](#)

As required by HUD, the NYCCoC has adopted Written Standards. All CoC Program funded projects must comply in full with the applicable standards. The current written standards are available at www.nychomeless.com. All CoC Program funded projects must also comply with all

HUD regulations and NOFA requirements established for the CoC Program. HUD regulations may be found at: <https://www.onecpd.info/resources/documents/CoCProgramInterimRule.pdf>.

CoC Program funded projects may also be subject to additional criteria as set forth in annual competitive application processes administered by the NYCCCoC in conjunction with HUD annual CoC program competitions.

Below are excerpts from the NYCCCoC written standards. Applicants are responsible for reviewing the Written Standards in their entirety.

A. Housing First Practices

Housing First is a proven method of ending all types of homelessness and is the most effective approach to ending chronic homelessness. Housing First approaches quickly connect people experiencing a housing crisis with permanent housing without preconditions (e.g., sobriety, treatment or service participation requirements) and the supports needed to maintain housing. Evidence from communities and programs that follow a Housing First approach show that Housing First can reduce the length of time people are homeless, increase consumer choice, and increase housing stability.

Housing First is an alternative to approaches where people experiencing homelessness must demonstrate their readiness for permanent housing or otherwise participate in a linear set of time-limited housing and services before obtaining permanent housing. By contrast, Housing First is premised on the understanding that everyone is “housing ready,” that people experiencing a wide variety of barriers can successfully find and maintain housing with the right supports, and that people are better able to address their concerns and goals when stably housed.

In line with Housing First, providers should eliminate eligibility requirements that prevent higher need families and individuals from accessing their programs, especially requirements related to employment, minimum income, rental history, or substance use history. Providers who don't have the skills to serve these families and individuals should be increasing their capacity either internally or through partnerships.

A project that adheres to a Housing First approach focuses on ensuring rapid placement and stabilization in permanent housing. This means helping clients find or directly offering permanent housing without preconditions, such as sobriety or income, avoiding requirements that are not normally included on a lease, and connecting clients to supports most critical to ongoing housing stability. Housing First is not housing only, however, as many people who experience homelessness need and want assistance with increasing their income, accessing medical care, addressing mental health and/or substance abuse issues, and dealing with other personal problems that may directly or indirectly cause them to become homeless again. Overwhelming evidence now shows that people are best able to address their personal needs when they are not on the street or in a shelter, but are instead in their own housing with the right amount of temporary or permanent financial and service supports necessary to stay housed. This also means that projects should strive to offer assistance in a progressive manner

– offer more only when more is needed and desired to obtain permanent housing quickly and maintain it, and also less when such help is not needed.

Housing First practices are required to be used in all CoC Program funded **PSH, RRH, Joint TH-RRH, TH, SH and SSO** projects unless otherwise prohibited by other project funding sources or otherwise indicated in these standards.

B. Data Collection and HMIS Participation

All providers receiving CoC Program funding are required to participate in the CCoC's Homeless Management Information System (HMIS). Providers must execute an HMIS Participation Agreement with the Department of Homeless Services (CCoC designated HMIS lead). Programs must follow NYC CCoC HMIS Policies and Procedure and remain in good standing with HMIS participation requirements. Providers that serve survivors of Domestic Violence only have to meet the basic HUD HMIS requirements for DV programs (i.e. collect all of the data elements an HMIS collects, however, victim service providers are directed to store that data in a comparable database and report on aggregate level and not client level specific data).

C. Program Evaluation and Continuous Improvement

CoC program funded projects are evaluated each year in preparation for HUD's CoC Program competition. Evaluation results are used to inform project selection and ranking, as well as to identify any performance issues that may need to be addressed. When a performance issue is identified, a provider may be referred to the CCoC's performance and quality improvement (PQI) committee for follow-up assistance and support in creating a plan to improve performance. Severe and persistent performance issues, including issues related to compliance with CCoC standards and chronic underspending, may negatively impact a project's ability to continue to receive CoC Program funding.

D. Permanent Supportive Housing

CoC Program funding for permanent supportive housing is designed to provide the services necessary to help homeless persons maintain stability in permanent housing after experiencing homelessness. In line with HUD's national homelessness policy as outlined in *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*, federal programs aimed at ending homelessness have shifted towards providing stable, permanent housing opportunities for the homeless and at-risk homeless and less towards transitional housing.

Permanent Supportive Housing projects must also follow the NYCCCoC written standards for PSH. Those standards are available at www.nychomeless.com.

E. Rapid Re-Housing

CoC Program rapid re-housing funds are designed to provide the services necessary to help homeless persons quickly regain stability in permanent housing after experiencing homelessness. In line with HUD's national homelessness policy as outlined in *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*, federal programs aimed at ending homelessness have shifted towards providing stable, permanent housing opportunities for the homeless and at-risk homeless and less towards transitional housing. Rapid Re-Housing

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programs funded through the CoC will be required to meet HUD defined housing first standards as described here: <https://www.hudexchange.info/resources/documents/Housing-First-Permanent-Supportive-Housing-Brief.pdf>

Rapid Re-Housing projects must also follow the NYCCoC written standards for RRH. Those standards are available at www.nychomeless.com.

Attachment 2: New Project RFP & Scoring Criteria

Part 2 of 2: Scoring Sheet/Criteria

**2017 NYC Continuum of Care
Scoring Sheet for NEW Housing (PSH, RRH & JOINT TH-RRH) Project
Applications**

Applicant Organization Name: _____

Proposed Project Name:

Type of Project: PSH RRH JOINT TH-RRH

Reviewer's Name (please print): _____

SECTION I: SCORES *(Calculated only for applicants meeting threshold criteria as determined in Section II; enter scores below as indicated in Section III)*

- 1. Applicant Experience & Capacity: _____ of 15
- 2. Project Quality:
 - a. Prioritizing Need _____ of 15
 - b. Housing First _____ of 15
 - c. Mainstream Services _____ of 15
- 3. Bonus Points _____ of 5
- FINAL TOTAL SCORE:** _____ of 65

SECTION II. Threshold Review:

Purpose: to determine whether applicant meets basic eligibility requirements for funding.

Threshold Review Criteria <i>Projects that do not meet all of the threshold review criteria outlined below will not be further reviewed by the CoC except as noted.</i>	Meets Criteria? Yes or No
Application was submitted by the deadline.	
Application is complete.	
Application does not exceed the page limit <i>(combined 15 page limit using a 12 point font with one inch margin for Sections 1 (Organizational Experience and Capacity), 2 (Project Description, and 3 (Supportive Services for Participants).</i>	
All projects must operate in the CoCs covered geography. This includes all five Boroughs of NYC.	

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Threshold Review Criteria <i>Projects that do not meet all of the threshold review criteria outlined below will not be further reviewed by the CoC except as noted.</i>	Meets Criteria? Yes or No
All projects must provide Permanent Supportive Housing, Rapid Re-housing or Joint Transitional Housing-Rapid Re-housing.	
Project applicants must meet eligibility requirements as described in the CoC program interim rule (i.e., only nonprofit organizations, States, local governments, and instrumentalities of State or local governments are eligible to apply) and be able to provide evidence of eligibility (e.g., nonprofit documentation).	

<p>The population served must meet program eligibility requirements, including:</p> <p>PSH:</p> <ul style="list-style-type: none"> ○ All projects must dedicate 100% of units to chronically homeless individuals and/or families, as defined by HUD. ○ PSH project applicants must demonstrate that they will first serve people experiencing chronic homelessness according to the order of priority established in the NYC CoC Written Standards ○ All projects must serve exclusively disabled individuals as defined by HUD <p>RRH:</p> <ul style="list-style-type: none"> ○ All projects must serve only individuals and families, including unaccompanied youth, who meet the following criteria: 1)residing in a place not meant for human habitation; 2) residing in an emergency shelter or coming directly from the streets; 3) persons who qualify under paragraph (4) of the definition of homelessness, including persons fleeing or attempting to flee domestic violence situations; 4) residing in a transitional housing project that was eliminated in the FY2017 CoC Competition; 5) residing in transitional housing funded by a Joint TH-RRH component project; or receiving services through a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA’s homeless assistance system. <p>Except as noted above, persons in transitional housing are not eligible for PSH or RRH projects , even if they met the criteria described above prior to entering the TH program.</p> <p>Joint TH-RRH:</p> <ul style="list-style-type: none"> ○ All projects must serve only individuals and families, including unaccompanied youth, who meet the following criteria: 1) Coming directly from the street or other locations not meant for human habitation; 2) Coming directly from emergency shelters (this includes domestic violence emergency shelters); 3) Coming directly from safe havens; 4) Persons at imminent risk of losing their night time residence within 14 days, have no subsequent housing identified, and lack the resources to obtain other housing⁸ ; 5) Persons fleeing domestic violence (or attempting to flee and including human trafficking, victims of sexual assault, stalking, and dating violence). 6) Coming directly from transitional housing; 7) Persons 	
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⁸ The NYC CoC Written Standards establish the following limitations on admissions in this category for projects that do not target youth under 25 or victims of domestic violence: The primary objective of transitional housing is to end literal homelessness within the CoC. Eligibility is, generally, restricted to families and individuals who are literally homeless, including those who may also be fleeing or attempting to flee domestic violence and who are literally homeless (homeless definition Category 1 and Category 4, if also literally homeless). Transitional housing projects may admit people who are at imminent risk of homelessness (Category 2) only when the applicant met the literal homelessness (Category 1) definition within the past 2 years. Such admissions should be rare and may not, generally, comprise more than 10% of program admissions.

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<p>receiving services through a Department of Veterans Affairs (VA)-funded homeless assistance program.</p> <ul style="list-style-type: none">○ HUD recently clarified that if a participant who meets the HUD definition of chronically homeless enters a Joint TH -RRH project, the participant is not eligible for a CoC Program-funded project bed that is dedicated to chronically homeless. <p>Individuals coming from an institution where they have resided for 90 days or less AND have entered the institution from the streets, emergency shelter, or safe haven, maintain their homeless status during that time.</p>	
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When a participant is enrolled in a Joint TH-RRH component project, the recipient or sub-recipient must be able to provide both components, including the units supported by the TH component and the tenant-based rental assistance and services provided to all participants. A participant may choose to receive only the TH unit or the RRH assistance, but the recipient and sub-recipient must make both types of assistance available.	
Project applicants must demonstrate the financial and management capacity and experience to carry out the project and administer federal funds (e.g., by demonstrating experience with similar projects and with successful administration of other federal funds.)	
Project applicants must be in good standing with HUD, which means that the applicant does not have any open monitoring or audit findings, history of slow expenditure of grant funds- outstanding obligation to HUD that is in arrears or for which a payment schedule has not been agreed upon, or history of serving ineligible program participants, expending funds on ineligible costs, or failing to expend funds within statutorily established timeframes.	
Projects must administer their programs in the most integrated setting appropriate to the needs of qualified homeless people with disabilities (i.e., enabling participants to interact with others without disabilities to the fullest extent possible).	
Applications must meet HUD's cash match requirements as defined in the CoC Program Interim Rule (i.e., match must equal 25 percent of the total grant request including admin costs but excluding leasing costs)	
Projects, except as prohibited to protect victims of domestic violence, dating violence, sexual assault, or stalking, must agree to enter client data into the NYC CCoC HMIS. Excepted projects must enter data into a comparable database.	
Projects must participate in the annual homeless count(s), and any applicable coordinated access system, and comply with the NYCCoC Written Standards and all other NYC CCoC Policies and Procedures.	
The project narrative must document how when the project will be ready to begin housing the first program participant, when the project will achieve full occupancy, and a detailed plan for how the project will ensure timely implementation.	

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Other threshold criteria that the CoC will review prior to submission to HUD:

- Projects cannot combine the following types of assistance in a single structure or housing unit:
 - Leasing and acquisition, rehabilitation, or new construction
 - Tenant-based rental assistance and acquisition, rehabilitation, or new construction
 - Short or medium-term rental assistance and acquisition, rehabilitation, or new construction
 - Rental assistance and leasing
 - Rental assistance and operating
- Projects must be cost effective (i.e., not deviating substantially from the norm in that locale for the type of structure or kind of activity).
- Project applications must demonstrate a plan for **rapid implementation** of the program; The NYC CoC reserves the right to prioritize funding for applications that will be ready for occupancy no later than 6 months after the award of funds. Awards are anticipated to occur in approximately December 2017.
- HUD will allow project applicants to apply for a new **expansion project** under the reallocation process or bonus in order to expand existing eligible renewal projects that will increase the number of units in the project or allow the recipient to serve additional persons. HUD has clarified that the component type for the existing project and the new expansion project must be identical (e.g., an existing PSH project may only apply for a PSH expansion, an existing RRH project may only apply for a RRH expansion, and, since it is an entirely new component type, Joint TH-RRH projects may not be funded as an expansion). Projects may not apply for an expansion to replace other funding sources.
- Projects seeking construction, acquisition, rehabilitation funds must provide a deed demonstrating site control for a building or units where evidence of site control exceeds the requested grant term.

Project meets threshold eligibility criteria?

- Yes
- No

Comments:

SECTION III: SCORED SECTIONS

Applicant/Sponsor History and Subrecipient Experience and Capacity (6 Points)

- Applicant and subrecipient(s)' prior experience in serving homeless people and in providing housing similar to that proposed in the application. **(5 points) – See Section 1 Qs: A, B,**
Extent to which the applicant:
 - ✓ Provides concrete examples that illustrate experience/expertise with (1) renting units, operating rental assistance, and providing supportive services similar to the activities proposed in the applications (2) working with and addressing the target population's identified housing and service needs.
 - ✓ Addresses experience of both applicant and subrecipient(s).
- Satisfactory organizational and management structure of the applicant and subrecipient **(5 points) - See Section 1 Qs: C, D, E, F, G, H, I, J, K, L**
Extent to which the applicant demonstrates adequate structures for managing basic organization operations, including:
 - ✓ Internal coordination
 - ✓ coordination with project partners
 - ✓ adequate financial accounting system
 - ✓ effective use of federal funds
 - ✓ securing matching funds
 - ✓ leveraging other Federal, State, local and private sector funds
 - ✓ satisfactory plans to resolve any issues noted under F, G, H, I, J, K
 - ✓ satisfactory plans for Continuous Quality Improvement, program evaluation, and consumer satisfaction/involvement/feedback
- Project management plan **(5 points) - See Section II Q's B, D, I**
Extent to which the applicant:
 - ✓ demonstrates an adequate project management plan for assuring effective and timely project start up and completion of all work, including demonstrating a plan for rapid implementation (i.e., project will be ready for occupancy no later than 6 months after the award of funds. Awards are anticipated to occur in approximately December 2017).

Applicant Experience/Capacity Score: _____

Comments:

Assessment of Project Quality

- C. **Housing First (15 points)**. See Section II Project Description Qs: A, G & H; Section II Supportive Services for Participants Qs: C; Section IV. Outreach for Participants Qs: A & B, Section V Supportive Services Type and Frequency

Extent to which the applicant:

- ✓ Demonstrates significant and long-standing experience in operating a housing first program. **(3 points)**
- ✓ Demonstrates success of the existing housing first program(s) it operates. **(3 points)**
- ✓ Clearly describe a program design that is consistent with a Housing First approach (i.e., A model of housing assistance that is offered without preconditions, such as sobriety or a minimum income threshold, or service participation requirements, and rapid placement and stabilization in permanent housing are primary goals) **(9 points)**

Questions to consider:

- Does the applicant clearly demonstrate a model that offers initial access to housing without preconditions, such as sobriety, income requirements and service participation?
- Does the applicant clearly demonstrate a model in which continuation of housing is not contingent on service participation requirements or compliance?
- Does the applicant clearly demonstrate that rapid placement and stabilization in permanent housing are primary goals of the project?
- Does the applicant clearly describe a project design that is adequate to accomplish those goals?
- Does the applicant clearly demonstrate a model in which participants are expected to comply with a lease agreement and are provided with services and supports to help maintain housing and prevent eviction?
- Does the type, scale, and location of the housing fit the needs of the participants?
- Does the type, scale, and location of the supportive services fit the needs of the program participants?
- Does the application indicate that program participants are assisted to obtain and remain in permanent housing in a manner that fits their needs?

Housing First Score: _____

Comments:

D. **Mainstream Services (15 points)**. See Section II Project Description Qs: A; Section II Supportive Services for Participants Qs: A, B, D, E;

Extent to which the applicant:

- ✓ Clearly describes specific activities to identify and enroll all Medicaid-eligible program participants, regardless of whether the project applicant's state is participating in Medicaid expansion under the Affordable Care Act; **AND** Clearly and specifically demonstrates that the project includes Medicaid-financed services, including case management, tenancy supports, behavioral health services, or other services important to supporting housing stability. Project applicants may include Medicaid-financed services either by the recipient receiving Medicaid coverage payments for services provided to project participants or through formal partnerships with one or more Medicaid billable providers (e.g., Federally Qualified Health Centers). No points will be awarded for Medicaid-financed health services provided in a hospital setting **OR** Clearly and specifically demonstrates that there are barriers to including Medicaid-financed services in the project **AND** clearly demonstrates that the project leveraged non-Medicaid resources available in the CoC's geographic area, including mainstream behavioral health system resources such as mental health or substance abuse prevention and treatment block grants or state behavioral health system funding. **(7 Points)**

- ✓ Clearly and specifically demonstrates that services are in place to connect participants to other mainstream resources, including benefits, health insurance, employment services, and mainstream affordable housing **AND (if applicable)** for stable PSH participants, that the project will assess participants' interest in moving on to independent affordable housing, and offer assistance, as indicated, to help tenants who would like to move on to explore independent housing options and apply for mainstream affordable housing opportunities **(8 points)**

Questions to consider:

- Does the specific plan for ensuring program participants will be individually assisted to obtain benefits of the mainstream health, social, housing, and employment programs for which they are eligible meet the needs of the program participants?

Mainstream Services Score: _____

Comments:

Bonus Points

D. Project dedicates a minimum of 50% of units for unaccompanied and parenting youth under age 25 **(1 point)**

Score: _____

E. PSH project demonstrates a viable plan to begin housing eligible participants within 12 months of award and to achieve full occupancy within 18 months of award **(1point)**

Score: _____

F. PSH project demonstrates a viable plan to begin housing eligible participants within 6 months of award and to achieve full occupancy within 12 months of award. **(1point)**

Score: _____

G. RRH or TH-RRH project that demonstrates a viable plan to begin housing eligible participants within 4 months of award and to achieve full occupancy within 8 months of award. **(2 points)**

Score: _____

H. Projects prioritize Veterans who are ineligible to receive HUD-VASH/SSVF services. **(1point)**

Score: _____

I. Project will employ homeless and/or formerly homeless individuals. **(1point)**

Score: _____

Evidence of Scoring, Ranking, & Review Process Publicly Posted on 9/19/17



See "Note Worthy Items"

#2 Evidence of Public Posting on 9/19/17 for Scoring, Ranking, & Review (enlarged below)



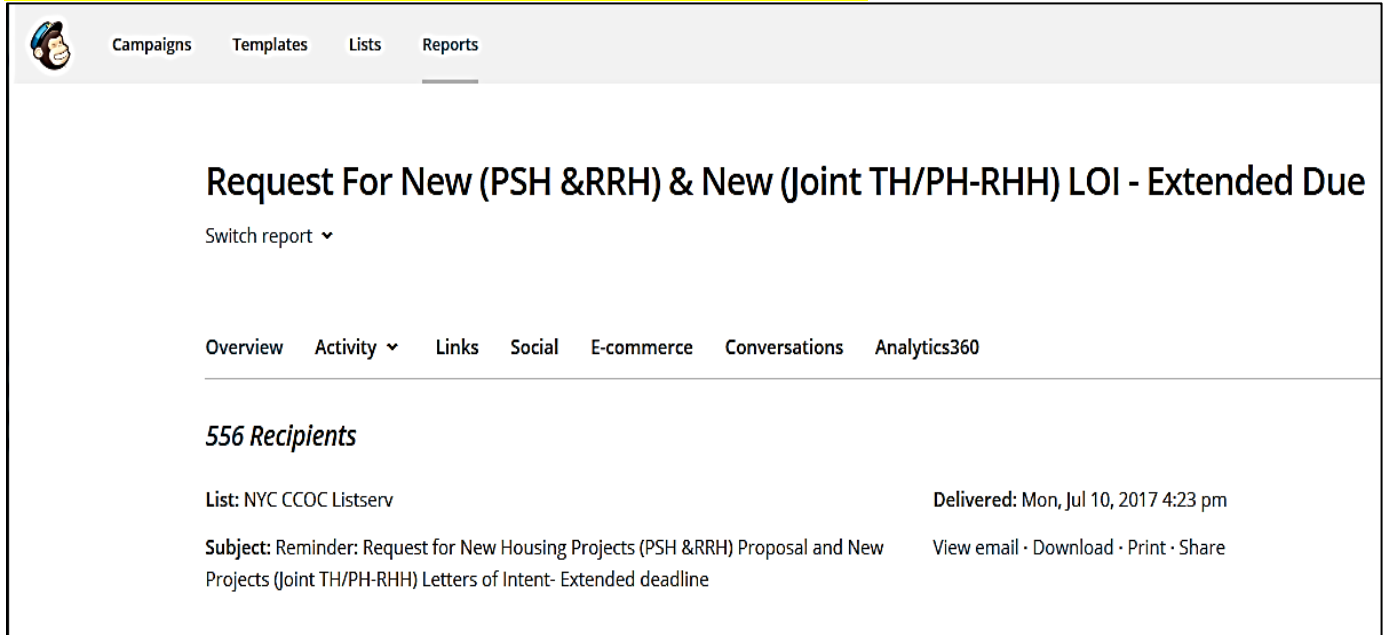
Publicly Posted Evidence via Email & NYC CCoC Website

NYC CCoC New Project RFP: Request for New (PSH &RRH) & New (Joint TH/PH-RHH) LOI

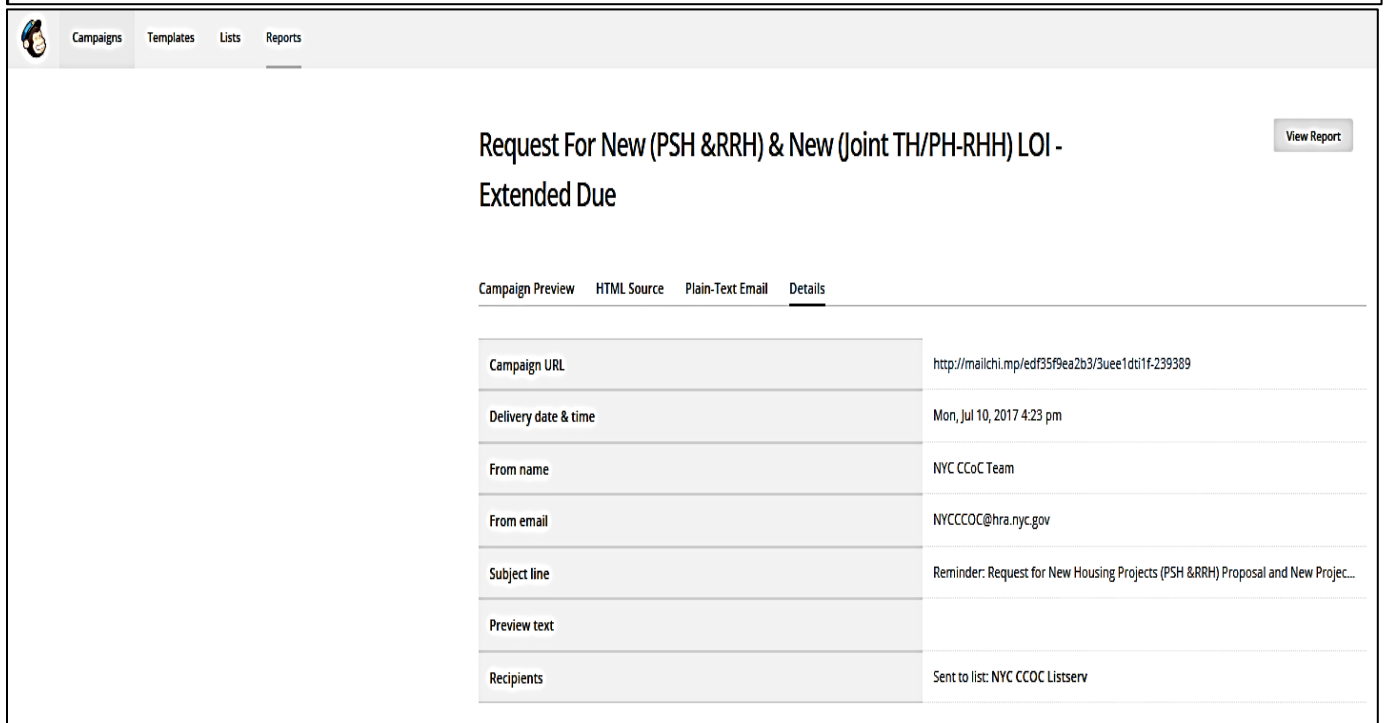
Email: MailChimp email campaign NYC CCOC Listserv, 556 Recipients

Delivered: Mon, Jul 10, 2017 4:23 pm

Subject: Reminder: Request for New Housing Projects (PSH &RRH) Proposal and New Projects (Joint TH/PH-RHH) Letters of Intent- Extended deadline



This screenshot shows the MailChimp campaign overview for the subject "Request For New (PSH &RRH) & New (Joint TH/PH-RHH) LOI - Extended Due". The interface includes a navigation bar with "Campaigns", "Templates", "Lists", and "Reports". Below the navigation, the campaign title is displayed, along with a "Switch report" dropdown. A secondary navigation bar offers options: "Overview", "Activity", "Links", "Social", "E-commerce", "Conversations", and "Analytics360". The main content area shows "556 Recipients" and provides details for the list ("NYC CCOC Listserv") and delivery time ("Mon, Jul 10, 2017 4:23 pm"). The subject line is repeated, and there are links for "View email", "Download", "Print", and "Share".



This screenshot shows the "Details" tab of the MailChimp campaign overview. The title is "Request For New (PSH &RRH) & New (Joint TH/PH-RHH) LOI - Extended Due". A "View Report" button is visible in the top right. Below the title, there are tabs for "Campaign Preview", "HTML Source", "Plain-Text Email", and "Details". A table provides the following information:

Campaign URL	http://mailchi.mp/edf35f9ea2b3/3uee1dt1f-239389
Delivery date & time	Mon, Jul 10, 2017 4:23 pm
From name	NYC CCoC Team
From email	NYCCOC@hra.nyc.gov
Subject line	Reminder: Request for New Housing Projects (PSH &RRH) Proposal and New Projec...
Preview text	
Recipients	Sent to list: NYC CCOC Listserv



Reminder

Request for Proposals for New Housing Projects (PSH & RRH)

Extended Deadline to close of business (COB) July 17th

INSTRUCTIONS:

The NYCCoC is seeking applications for new permanent supportive housing and rapid re-housing projects to be included in NYC CCoC's 2017 NOFA application for HUD Continuum of Care funds. Projects may be funded through both permanent housing bonus and/or any available reallocation funds. The amount of funds available have not yet been determined.

All applications for PSH and RRH projects are due by close of business on July 17th 2017 (7/17/17) and should be sent to NYCCoC@hra.nyc.gov. Agencies interested in seeking funding for PSH and/or RRH projects should click [here](#). Only emailed proposal packets will be accepted. The NYC CoC reserves the right to announce an extended deadline as needed.

Three Bidder's Conferences were held for the New Housing Projects (PSH & RRH) in June and early July. Thank you to all who attended and asked questions. A FAQ/Q&A Guide is being compiled and sent to those organizations who attended, and will be posted to the CoC website next week for all to view.

Request for Letters of Intent for New Projects (Joint TH & PH- RRH)

INSTRUCTIONS:

The NYCCoC is seeking Letters of Intent (LOI) for the new program type called Joint Transitional Housing (TH) and Permanent Housing-Rapid Rehousing (PH-RRH) projects, which will combine TH and PH-RRH into a single project to serve individuals and families experiencing homelessness. These projects will be considered for inclusion in the CoC's 2017 NOFA application for HUD Continuum of Care funds. Projects may be funded through both permanent housing bonus and/or any available reallocation funds.

Since the NOFA has not been released the NYC CCoC is still gauging interest for this project type. Only emailed Letters of Intent submitted to NYCCoC@hra.nyc.gov will be accepted. Letters of Intent may not exceed three pages in length, using 12 point font with one-inch margins. Click [here](#) for full instructions. The proposed budget is excluded from the page limit. [Submitting a LOI for this project type does not obligate applicants to commit to any permanent decisions.](#)

All links to documents referenced in this announcement supersedes any prior information posted on www.nyhomeless.com.

Please submit questions regarding the New Housing Application or Joint Projects Letter of Intent to [Charlie Winkler](#).

From: NYC CCoC Team <NYCCOC@hra.nyc.gov>
Date: July 10, 2017 at 4:23:49 PM EDT
To: <jhadzia70@aol.com>
Subject: Reminder: Request for New Housing Projects (PSH &RRH) Proposal and New Projects (Joint TH/PH-RRH) Letters of Intent- Extended deadline
Reply-To: NYC CCoC Team <NYCCOC@hra.nyc.gov>



Reminder

Request for Proposals for New Housing Projects (PSH & RRH)

Extended Deadline to close of business (COB) July 17th

INSTRUCTIONS:

The NYCCoC is seeking applications for new permanent supportive housing and rapid re-housing projects to be included in NYC CCoC's 2017 NOFA application for HUD Continuum of Care funds. Projects may be funded through both permanent housing bonus and/or any available reallocation funds. The amount of funds available have not yet been determined.

All applications for PSH and RRH projects are due by close of business on July 17th 2017 (7/17/17) and should be sent to NYCCoC@hra.nyc.gov. Agencies interested in seeking funding for PSH and/or RRH projects should click [here](#). Only emailed proposal packets will be accepted. The NYC CoC reserves the right to announce an extended deadline as needed.

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INSTRUCTIONS:

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Since the NOFA has not been released the NYC CCoC is still gauging interest for this project type. Only emailed Letters of Intent submitted to NYCCoC@hra.nyc.gov will be accepted. Letters of Intent may not exceed three pages in length, using 12 point font with one-inch margins. Click [here](#) for full instructions. The proposed budget is excluded from the page limit. [Submitting a LOI for this project type does not obligate applicants to commit to any permanent decisions.](#)

All links to documents referenced in this announcement supersedes any prior information posted on www.nyhomeless.com.

Please submit questions regarding the New Housing Application or Joint Projects Letter of Intent to [Charlie Winkler](#).

Outreach Email announcements: Sent to Coalition Representatives 6/21/17 & 8/1/17

Coalition Organization: The Network is the Supportive Housing Provider

Number of Recipients: Entire NYC Coalition member listserv 2,203

From: Edline Jacquet
Sent: Wednesday, June 21, 2017 1:19 PM
To: Edline Jacquet
Subject: NYC Continuum of Care RFP Released



Dear Network Members,

The New York City Continuum of Care (CoC) has released a Request for Proposals (RFP) for both Permanent Supportive Housing and Rapid Rehousing projects which will be included in the NYC CoC's 2017 NOFA application for HUD funds. Projects will be funded through potential bonus dollars and any available reallocation funds. Since the NOFA has not yet been released, the amount of funds available has not yet been determined.

Applications are due by COB, Monday, July 10th. All applications must be emailed to NYCCoC@hra.nyc.gov. Agencies seeking funding should click [here](#) for the application and it is also attached to this email. Only emailed proposals will be accepted. The NYC COC reserves the right to announce an extended deadline as needed.

The NYC Dept. of Social Services will host several pre-proposal bidders conferences at **4 World Trade Center, 150 Greenwich Street** on the following dates and times:

- **Wed, June 21st, 3 to 4 pm , Room 40-A (TODAY)**
- **Wed. June 28th, 10 to 11 am, Room 32-A**
- **Thurs. July 6th , 12 noon to 1pm, Room 31-A**

Agencies interested in attending, should RSVP by clicking [here](#).

The RFP is for the following types of project and populations:

- New permanent supportive housing projects serving 100% chronically homeless individuals and families including youth/young adults experiencing chronic homelessness.
- New Rapid Rehousing (RRH) projects that serve homeless individuals and families including youth/young adults coming directly from the streets or emergency shelters or meeting the criteria of paragraph (4) of the HUD definition of homeless
- which references those fleeing domestic violence, dating violence, sexual assault, stalking or other dangerous situations. (See Appendix C for definition of Category 4).

The eligible activities for the different project types are:

Permanent Supportive Housing - Rental Assistance, Leasing, Operating Construction, Acquisition, Rehabilitation

Rapid Rehousing – Rental Assistance (Must be Tenant-based (TBRA))

Applicants may request up to 5 years of funding for rental assistance, operating or supportive services and capital funds and up to 3 years for leasing. The NYC CoC reserves the right to change the maximum allowable term for final applications submitted to HUD based on NOFA requirements and/or strategic priorities such as those aimed at maximizing federal funding.

Eligible contractors will be nonprofit service providers, states, and local governments. Applications will only be considered from project applicants in good standing with HUD which includes but is not limited to the following conditions: who have no open monitoring or audit findings or a history of slow expenditure or failing to expend funds within statutorily established timeframes or history of serving ineligible populations.

Awards are anticipated to occur by December 2017. HUD strongly encourages all rental assistance to begin within 12 months of the award.

All questions regarding this RFP should be submitted in writing to Charlie Winkler at winklerc@hra.nyc.gov.

For more information, visit the [RFP section](#) of the Network's website.

Below is a forwarded reminder email from the NYC COC regarding this RFP:

From: NYC CCoC Team **On Behalf Of** NYC CCoC Team
To: Edline Jacquet
Subject: Reminder: Request for Proposals for New Housing Projects (PSH & RRH)) - timeline & Bidder's Conference details



Reminder
Request for Proposals for New Housing Projects
(PSH & RRH)

Revised Timeline and Bidder's Conference Dates

Due by close of business (COB) on July 10th

- DSS will host bidder's conferences at 4 WTC, 150 Greenwich St., on the following dates and times
 - 6/21 at 3-4pm, RM 40-A
 - 6/28 at 10-11am, RM 32-A
 - 7/6 at Noon-1pm, RM 31-A
 - Agencies interested in attending should RSVP no later than COB July 5th by clicking [here](#).
 - 7/10 - All applications for PSH and RRH projects are due by COB
-

INSTRUCTIONS:

The NYCCoC is seeking applications for new permanent supportive housing and rapid re-housing projects to be included in NYC CCOC's 2017 NOFA application for HUD Continuum of Care funds. Projects may be funded through both permanent housing bonus and/or any available reallocation funds. The amount of funds available have not yet been determined.

The following types of new project applications will be considered at this time:

A) New permanent supportive housing (PSH) projects serving 100% percent chronically homeless individuals and families including youth/young adults experiencing chronic homelessness.

B) New rapid rehousing (RRH) projects that will serve homeless individuals and families, including youth, coming directly from the streets or emergency shelters, or meeting the criteria of paragraph (4) of the HUD definition of homeless. (See Appendix for Definition of Category 4 - fleeing domestic violence, dating violence, sexual assault, stalking or other dangerous situations).

All applications for PSH and RRH projects are due by close of business on July 10th 2017 (7/10/17) and should be sent to NYCCoC@hra.nyc.gov. Agencies interested in seeking funding for PSH and/or RRH projects should click [here](#). Only emailed proposal packets will be accepted. The NYC CoC reserves the right to announce an extended deadline as needed.

Applicants should submit questions to Charlie Winkler at winklerc@hra.nyc.gov. DSS will host bidder's conferences at 4 WTC, 150 Greenwich St., on the following dates and times: 6/21 at 3-4pm, 6/28 at 10-11am and 7/6 at 12-1pm. Agencies interested in attending the conferences should RSVP no later than COB July 5th by clicking [here](#).

NYC CCOC 2017 COC RATING, REVIEW, SELECTION & RANKING PROCEDURES

From: Edline Jacquet
Sent: Tuesday, August 01, 2017 3:29 PM
To: Edline Jacquet
Subject: IMPORTANT: REVISED 2017 NYC Continuum of Care RFP



Dear Network Members:

The New York City Continuum of Care (CoC) has revised its Request for Proposals (RFP) that was released in May 2017 for both Permanent Supportive Housing and Rapid Rehousing projects.

Applications are due by COB, Wednesday Aug 9th. All applications must be emailed to NYCCoC@hra.nyc.gov. Agencies seeking funding should click [here](#) for the application. Only emailed proposals will be accepted.

The RFP is for the following types of project and populations:

- New Permanent Supportive Housing (PSH) projects serving 100% chronically homeless individuals and families including youth/young adults experiencing chronic homelessness.
- New Rapid Rehousing (RRH) projects that serve individuals and families including unaccompanied youth, who meet the homeless criteria described in the RFP.
- **A new project type: Joint Transitional Housing (TH) and Rapid Rehousing (RRH) which will combine TH and RRH into a single project to serve individuals and families experiencing homelessness as described below. Agencies interested in seeking funding for joint TH-RRH projects should read HUD's guidance document on this new project type: [SNAPS in Focus: The New Joint Transitional Housing & Rapid Re-Housing Component](#)**
 - o **Note:** existing TH projects may reallocate their current funds to enable the creation of a new joint TH-RRH Project. HUD has stated that RRH participants maintain their chronic homeless status. This enables the projects to use RRH as a bridge to PSH for disabled chronically homeless participants.

New: Project Expansion: In the 2017 CoC competition, HUD will allow project applicants to apply for a new **expansion project** under either reallocated or bonus funding in order to expand existing eligible renewal

projects to increase the number of units in that project or allow the grantee to serve additional persons. The component type must be the same as the existing component type (i.e. an existing PSH may apply for a PSH expansion). Projects may not apply for a project to replace other funding sources. Applicants seeking funding for an expansion project should complete the relevant section of the RFP.

For more information, please see the Network's [RFPs and NOFAs section](#).

Edline Jacquet
Senior Policy Analyst
Supportive Housing Network of New York
247 West 37th Street, 18th Floor
New York, NY 10018
Direct: (646) 619-9646
FAX: (646) 237-8505
ejacquet@shnny.org
www.shnny.org



Outreach Email announcements: Sent to Coalition Representatives 6/29/17 & 7/28/17
Coalition Organization: Housing Services United is the Supportive Housing Resource Provider
Number of Recipients: CEO & Program Directors NYC Coalition member listserv of 75

From: Eric Lee
Sent: Thursday, June 29, 2017 2:05 PM
To: Catherine Trapani <CTrapani@hsunited.org>
Subject: FW: HSU Priority Member Notices & Reminders

Dear HSU Leadership, Please see below for priority notices and announcements. [View this email in your browser](#)

HSU Member Priority Alerts

New York City Coalition on the Continuum of Care Reminder

Request for Proposals for New Housing Projects (PSH & RRH)
Revised Timeline and Bidder's Conference Dates
Due by close of business (COB) on July 10th

- DSS will host bidder's conferences at 4 WTC, 150 Greenwich St., on the following dates and times
 - 6/21 at 3-4pm, RM 40-A
 - 6/28 at 10-11am, RM 32-A
 - 7/6 at Noon-1pm, RM 31-A
 - Agencies interested in attending should RSVP no later than COB July 5th by clicking [here](#).
- 7/10 - All applications for PSH and RRH projects are due by COB

INSTRUCTIONS:

The NYCCoC is seeking applications for new permanent supportive housing and rapid re-housing projects to be included in NYC CCOC's 2017 NOFA application for HUD Continuum of Care funds. Projects may be funded through both permanent housing bonus and/or any available reallocation funds. The amount of funds available have not yet been determined.

The following types of new project applications will be considered at this time:

A) New permanent supportive housing (PSH) projects serving 100% percent chronically homeless individuals and families including youth/young adults experiencing chronic homelessness.

B) New rapid rehousing (RRH) projects that will serve homeless individuals and families, including youth, coming directly from the streets or emergency shelters, or meeting the criteria of paragraph (4) of the HUD definition of homeless. (See Appendix for Definition of Category 4 - fleeing domestic violence, dating violence, sexual assault, stalking or other dangerous situations).

All applications for PSH and RRH projects are due by close of business on July 10th 2017 (7/10/17) and should be sent to NYCCoC@hra.nyc.gov. Agencies interested in seeking funding for PSH and/or RRH projects should click [here](#). Only emailed proposal packets will be accepted. The NYC CoC reserves the right to announce an extended deadline as needed.

Applicants should submit questions to Charlie Winkler at winklerc@hra.nyc.gov. DSS will host bidder's conferences at 4 WTC, 150 Greenwich St., on the following dates and times: 6/21 at 3-4pm, 6/28 at 10-11am and 7/6 at 12-1pm. Agencies interested in attending the conferences should RSVP no later than COB July 5th by clicking [here](#).

NYC CCOC 2017 COC RATING, REVIEW, SELECTION & RANKING PROCEDURES

From: Catherine Trapani
Sent: Friday, July 28, 2017 5:27 PM
To: Homeless Services United <info@hsunited.org>
Subject: Important update on HUD NOFA/CCoC funding

[↩ Next](#) [Last ↩](#)

Dear HSU members,

Please see attached for important notices from the New York City Continuum of Care regarding guidance for new permanent supportive housing, rapid rehousing, joint transitional and rapid rehousing program proposals as well as important information regarding renewal processes for existing grantees.

Please note that these messages are time sensitive.

- 1) The application for new proposals has been updated. As a result, the application deadline has been extended to COB August 9th.
- 2) Agencies submitting applications for renewed funding are encouraged to attend a training session to ensure applications are accurate, complete and of the highest quality. Sessions are being offered on the following dates
 - Monday, August 7th, 10am-1pm, at 4 WTC, Conference Room 31-A
 - Monday, August 7th, 2pm-5pm, at 4 WTC, Conference Room 31-A
 - Tuesday, August 8th, Noon-3pm, at 4 WTC, Conference Room 31-A

See attached for additional information on both new applications and renewals.

Thank you,

September 19th, 2017

Project Application Deadlines & Applicant Notifications

The CoC established deadlines for submission of project applications as follows: Renewal project applications were required to be submitted by August 11th, 2017. New project applications were required to be submitted by August 9th, 2017. The CoC notified in writing, outside of e-snaps all renewal project applicants on or before September 12th, 2017 and all new project applicants on or before September 12th, 2017 that their applications would be accepted and ranked, rejected or reduced on the CoC Priority Listing. Where a project application was being rejected or reduced, the CoC indicated in the notification the reason for the rejection or reduction.

Threshold Review

All applications for new and renewal projects are reviewed for threshold to ensure compliance with the HEARTH Act, the CoC Program Interim Rule, the Continuum of Care (CoC) Program Notice of Funding Availability (NOFA), CoC written standards, and the local CoC Request for Applications. Any new or renewal project that does not meet the threshold requirements are not considered for funding.

Renewal Project Performance Scoring & Selection

The NYC CCOC Steering Committee (CoC Board) determines the evaluation scoring standards for renewal projects annually using the following process: 1) Draft standards are proposed by the Evaluation Committee. 2) Proposed standards are shared with the Steering Committee at a regularly scheduled meeting and distributed by email. 3) At a subsequent Steering Committee meeting, stakeholder input is discussed 4) The Steering Committee makes adjustments to the standards and adopts the final standards.

Scoring standards adopted are the objective criteria used by the CoC to review, rate, rank, and select renewal projects for inclusion in or exclusion from the CoC Priority Listing. These objective criteria (see Attachment 1) use APR and HMIS data to evaluate cost effectiveness (e.g. unit utilization and spending of funds), past performance (e.g. length of stay, income increases, accessing non-cash benefits & health insurance, & exits to/maintenance of PH), type of population served (e.g. chronically & literally homeless), consumer participation, and compliance with administrative requirements. Objective criteria include factors related to achieving positive housing outcomes (e.g., exiting to or maintaining permanent housing, increasing income, and accessing non-cash benefits). The NYC Department of Homeless Services (DHS) analyzes evaluation data and prepares scoring reports, which are distributed to all project applicants and posted publicly on the CoC website.

Two renewal projects that had a history of troubling performance had been recently transferred to a new recipient agency that is actively working to improve project performance. These projects were given special consideration in ranking, as described below. Renewal projects demonstrating a history of poor performance over multiple years were not selected for funding. In addition, projects with a history of under spending had their grants reduced. Funds previously used to support these projects were reallocated to create new PSH, RRH, and Joint TH/RRH projects.

Applicants have the opportunity submit appeals related to renewal evaluation scores and/or reallocation decisions to an ad hoc Appeals Committee, which is appointed by the Steering Committee and reviews and approves or denies all requests. Applicants are notified in writing of

decisions by the Appeals Committee. Parties with conflicts of interest are disallowed from participation on the Appeals Committee.

New Project Application Scoring & Selection

Annually, the CoC analyzes the most critical gaps in the housing inventory, determines the type of new project applications that will be sought, and posts to its website and widely distributes via email an RFP for new projects funded through both bonus and reallocation. The CoC welcomes and solicits new project applications from organizations that currently receive or have received CoC Program funds and from organizations that have never received CoC Program funds.

The Steering Committee appoints a review committee of subject matter experts to review, rate, rank & competitively select new project applications for inclusion in the CoC Priority Listing. Parties with conflicts of interest are disallowed from participation on the review committee. The Committee uses objective criteria to score applications. The NYC CoC's 2017 new project RFP and scoring criteria are posted on nychomeless.com and included as Attachment 1 to the collaborative application. The committee may give the CoC consultants/DHS direction to work with applicants to make adjustments to strengthen applications and ensure the applications included in the final submission to HUD meet the most critical gaps identified by the CoC. The CoC provides technical assistance to all applicants to ensure that the process is accessible to any applicant, including those that have not previously received funding.

Ranking

In the annual CoC competition, HUD requires communities to rank projects for funding in two tiers. CoCs must rank all new and renewal projects, except CoC Planning. Projects in Tier 1 are generally ensured funding, as long as the project application meets minimum HUD requirements, and the CoC meets the basic requirements of the annual CoC competition. The amount that CoCs must rank in Tier 1 and Tier 2 is established each year by HUD in the CoC Program Competition NOFA. Tier 2 projects have to compete nationally for funding.

Each year the NYC CoC Steering Committee reviews new & renewal project scoring results along with participant needs, gaps in the housing inventory and critical CoC infrastructure needs as identified through data and CoC membership feedback. The Steering Committee discusses preliminary ranking strategies at a monthly meeting and reviews stakeholder input, makes adjustments and adopts the final ranking strategy. Parties with conflicts of interest are disallowed from participation.

Projects included in the 2017 NYC CoC Priority Listing were ranked in the following order:

1. Projects operating long enough to be evaluated through the annual renewal evaluation process were ranked at the top of Tier 1 in order based on score;
2. Followed, in Tier 1; by renewal projects that were not scored;
3. Followed, at the bottom of Tier 1, by projects that, though evaluated, had recently been transferred to a new recipient and were in the midst of undergoing intensive efforts to strengthen a history of poor performance;
4. Followed by remaining evaluated renewal projects in order based on score;
5. Followed by new projects in a manner that maximizes resources available to end homelessness.

Consideration of Severity of Participant Needs and Vulnerabilities

The CoC's ranking & selection process prioritizes funding for projects serving vulnerable participants, including: youth under age 25, people experiencing chronic homelessness, people with zero income, criminal history, active substance use, and those reluctant to engage in services. For example, the CoC took these actions to ensure consideration of these vulnerabilities:

- Renewal projects serving a high percentage of people experiencing chronic homelessness received up to 4 points & were ranked higher;
- CoC ranked and selected new projects based on:
 1. Applicant experience & capacity to serve vulnerable people (e.g., chronically homeless, active substance users, people reluctant to engage, people with criminal history, zero income &/or disabilities, unsheltered)
 2. A clear outreach & supportive services plan to engage & serve the most vulnerable people using a Housing First approach.

Projects not targeting vulnerable populations were not funded. Only PSH projects dedicating 100% of beds for chronic homelessness & PSH, RRH projects, and Joint TH/RRH using a low barrier Housing First approach were selected for funding.

This document, including all noted attachments, was made publicly available on the NYC CCOC website on or before September 19th, 2017.

Attachments 1 - 6: NYCHOMELESS.COM 2017 NOFA

NYC CCoc 2017 Evaluation Process began publicly posting on February 2017 and was followed by the Rating, Ranking, & Review Procedure, Recapture, Renewal, and Reallocation process. Below is evidence of public postings

Attachment 1 of 6:

1. Evidence of Public Posting on Evaluation Process

The screenshot shows the NYC CCOC website at the URL http://www.nychomeless.com/html/prg_evaluation.html. The page features a header with the NYC CCOC logo and the text 'New York City Coalition on the Continuum of Care'. A navigation menu on the left includes links for 'About Us', 'Committees', 'Evaluation Process', 'Affordable Care Act', 'HEARTH', 'HMIS', 'NOFA', 'APR', 'Training', 'Resources', 'Calendar of Events', and 'Contacts'. The main content area is titled 'Evaluation Process' and contains the following information:

2017 NYC CCoc Evaluation Preliminary Scores
 Click here for the Updated Evaluation Preliminary Scores
 If you are considering an appeal please use the Score Appeal Form (PDF) and follow the instructions. For information on the 2017 NYC CCoc Rating, Review, Selection & Ranking Procedures click here - Posted September 19, 2017
 Please contact [Martha Kenton](#) to request your detailed score for your appeal.
 If you have questions about the Evaluation Process please contact [Michael Brydges](#).

The NYC CCOC Steering Committee annually reviews the evaluation scoring standards for renewal projects in advance of the annual NOFA using the following process:

- Previous years Evaluation standards are reviewed by the Evaluation Committee to determine if changes are necessary in any category.
- Agreed upon updates to the standards are shared with the Steering Committee at a regularly scheduled meeting, and distributed by email.
- At the next following Steering Committee meeting, stakeholder input is discussed regarding the previously presented standards.
- The Steering Committee makes adjustments to the standards and adopts the final standards.

Scoring standards adopted use provider provided survey responses, APR and HMIS data to evaluate the degree to which projects improve the CoC's system performance. Department of Social Services (DSS) analyzes performance, compliance, and consumer satisfaction data and prepares scoring reports. Applicants may submit an appeals request to the Appeals Committee, which is appointed by the Steering Committee, and reviews and approves or denies requests for scoring adjustments. Providers are notified of the Committee's decisions and final scores are posted on the website. Parties with conflicts of interest are disallowed from participation on the Grievance Committee.

2017 Evaluation Timeline	
Activity	Deadline
Discuss Recommended Changes to 2017 Evaluation Process	January / February 2017
Approve 2017 Evaluation Tool at Steering Committee Meeting	February 17, 2017
Evaluation Training	March 2 and March 3, 2017
Evaluation Online Survey Opens for Data Collection	March 3, 2017
Deadline to Notify DSS for Exempt Status	March 10, 2017
Online Evaluation Survey Due with verification materials (back-up documentation to survey and consumer participation materials)	March 17, 2017
Preliminary Results	April 14, 2017
Appeals of Evaluation Results Due	April 21, 2017
Program Notified on Status of Appeals	May 5, 2017
Final Evaluation Results	May 8, 2017

For general questions about the 2017 Evaluation please contact:
 Merih Anil who will assist agencies beginning with Addicts Rehabilitation Center Fund through Kenmore Housing Development Fund (A-K).
 Aleida Valentin will work with agencies beginning with Lenox Hill through the YMCA of Greater New York (L-Y).

2017 Evaluation Documents
 2017 CCoc Evaluation Tool (PDF) - Posted February 28, 2017
 2017 Evaluation Process Instructions (PDF) - Posted February 28, 2017

The 'Quick Help' section on the left provides links to HUD.gov, Funding Opportunities, CoC Program Interim Rules (PDF), 2014 HMIS Data Standards ver 2.1 (PDF), CSV Upload Report (PDF), and CoC Written Standards (PDF). It also notes that starting Jan 1, 2014, participating NYC HMIS projects are required to upload no less than 9 monthly uploads per year into the NYC HMIS.

A 'New to the CoC?' section includes a 'Click Here' button. Below it is a 'Subscribe to our Mailing List' form with an input field for 'email address' and a 'Subscribe' button.

Attachment 2 of 6: See "Note Worthy Items"

1. Evidence of Public Posting on 9/19/17 for Reallocation Process (enlarged below)

Attachment 3 of 6: Public Posting on 9/19/17 for Ranking, Review, Selection & Ranking Procedures (enlarged below of Evaluation Process Page)

... if you are considering an appeal please use the [Score Appeal Form \(PDF\)](#) and follow the instructions. ...
 For information on the 2017 NYC CCOC Rating, Review, Selection & Ranking Procedures [click here](#) -
 Posted September 19, 2017

Attachment 4 of 6: NYCHOMELESS.COM 2017 NOFA

Publicly Posted: Reallocation Letter/ Form on August 1, 2017, Collaborative Application, Priority Listing, & FY2017 NY-600 CoC Ranking/Project Listing on September 25th & 26th, 2017

Attachment 5 of 6: See "NYC CCoC FY 2017 Program Competition Documents"

1. Public Posting on 9/25/17 for Collaborative Application PFD (enlarged below)
2. Public Posting on 9/25/17 for Priority Listing PFD (enlarged below)
3. Public Posting on 9/26/17 for FY2017 NY-600 CoC Ranking Project Listing PFD (enlarged below)

HEARTH	
HMIS	→
NOFA	→

NYC CCoC FY 2017 HUD NOFA Application - September 28, 2017

NYC CCoC FY 2017 Program Competition Documents

1. Collaborative Application (PDF) - Posted September 25, 2017
2. Priority Listing (PDF) - Posted September 25, 2017
3. FY2017 NY-600 CoC Ranking/Project Listing (PDF) - Posted September 26, 2017

Attachment 6 of 6: Publicly Posted Evidence via Email & NYC CCoC Website

NYC CCoC Collaborative Application, Priority Listing, & Project Listing

Email: NYC CCOC Listserv, 566 Recipients

Delivered: Tuesday, September 26, 2017 1:22 pm

Subject: Announcement: The FY 2017 NYC CCoC Collaborative Application, Priority Listing, & Project Listing Are Now Available

The screenshot shows an email client interface. At the top, there are navigation tabs: Campaigns, Templates, Lists, and Reports. The main content area displays an announcement titled "Announcement: The FY 2017 NYC CCoC Collaborative Application & Priority Listing Are Now Available". Below the title, there is a "Switch report" dropdown menu. A navigation bar includes "Overview", "Activity", "Links", "Social", "E-commerce", "Conversations", and "Analytics360". The email details section shows "566 Recipients", "List: NYC CCOC Listserv", "Delivered: Tue, Sep 26, 2017 1:22 pm", and "Subject: Announcement: The FY 2017 NYC CCoC Collaborative Application, Priority Listing, & Project Listing Are Now Available".

[From: NYC CCoC Team [mailto:NYCCoC=hra.nyc.gov@mail179.sea22.mcdlv.net] On Behalf Of NYC CCoC Team
Sent: Tuesday, September 26, 2017 1:24 PM
To: Bennett, Jocelyn
Subject: Announcement: The FY 2017 NYC CCoC Collaborative Application, Priority Listing, & Project Listing Are Now Available
Available
]



Announcement

The FY 2017 NYC CCoC Collaborative Application, Priority Listing, & Project Listing Are Now Available

The FY 2017 NYC CCoC Collaborative Application, Priority Listing, and Project Listing are Now Available as of September 26th, 2017 on nychomeless.com.

1. Click [here](#) for the CoC Collaborative Application.
2. Click [here](#) for the CoC Priority Listing.
3. Click [here](#) for the CoC Project Listing.

If you have questions regarding any of these documents please contact [Martha Kenton](#) directly.



Process for Reallocating

2017 CoC Program Competition

The CoC has implemented a comprehensive process that uses housing inventory, PIT count, and project and system performance data to determine how best to use available CoC program resources to end homelessness within NYC. The CoC seeks to reallocate projects as needed to improve system performance and actively encourages organizations that currently receive or have previously received CoC Program funds and organizations that have never received CoC Program funds to apply for new projects funded through both reallocation and bonus dollars. This process is described below.

CoC offers provider education & technical assistance regarding reallocation

- CoC shares and discusses at membership and Steering Committee meetings research showing that transitional housing is generally more expensive than other housing models serving similar populations yet produces similar outcomes.
- CoC discusses reallocation options at membership and Steering Committee meetings and encourages projects to consider reallocation.
- CoC web-site includes resources to help organizations assess and implement reallocation options.
- The New York City Department of Homeless Services (DHS), CoC Chairs and contracted consultants offer guidance to organizations interested in pursuing reallocation.
- Performance and Quality Improvement (PQI) committee meets with executive staff of agencies operating low performing programs, discusses voluntary reallocation options and the possibility of the CoC mandating reallocation, as appropriate.

Providers are assisted to voluntarily reallocate

- Providers enrolled in PQI and those that are not are assisted to review projects against HUD and CoC performance criteria and funding priorities to determine the extent to which each project is necessary, aligned to funding priorities and achieving desired outcomes.
- Steering Committee adopts a process annually for projects interested in reallocation to notify the CoC.
- DHS, CoC Chairs and contracted consultants provide technical assistance as needed.
- Projects that decide to voluntarily reallocate an existing project and wishing to develop a new project are required to apply through the competitive RFP process described below.

Evaluation Committee establishes performance criteria and identifies under-performing projects

- Evaluation Committee discusses and recommends draft renewal evaluation process and criteria.
- Steering Committee seeks feedback from members and adopts evaluation process and criteria.
- CoC sends final evaluation tool to email list & posts to CoC website.
- CoC holds public information sessions regarding evaluation criteria.
- CoC announces preliminary renewal evaluation results & evaluation appeals process to email list.
- Appeals Committee hears and decides appeals.
- CoC announces final evaluation results and posts results to CoC website.

Performance and Quality Improvement Process & Reallocation Decisions

- Projects scoring in the bottom 10% on the CoC's annual evaluation are assessed for participation in the CoC's performance and quality improvement (PQI) process.
- PQI requires engagement from agency executives, submission of corrective action plans, more frequent analysis of project performance, offers technical assistance, and may make recommendations to the Steering Committee regarding reallocation.
- The Steering Committee also considers historical performance evaluation and spending data and considers additional projects for reallocation, as necessary, based on performance and under spending.
- Proposals for reallocation are discussed at Steering Committee meetings, and reallocation decisions are adopted by the Steering Committee.
- Projects slated for full or partial reallocation may submit an appeal. Appeals Committee hears and decides appeals.

Steering Committee seeks & Review Committee Scores & selects new project applications

- Steering Committee analyzes the most critical gaps in the housing inventory, & determines the type of new project applications that will be sought.
- CoC posts to its website and widely distributes via email an RFP for new projects funded through both bonus and reallocation.
- The CoC welcomes and solicits new project applications from organizations that currently receive or have received CoC Program funds and from organizations that have never received CoC Program funds as follows - See evidence included as Attachment 1.
 - CoC posted new project application publicly on CoC website starting on May 25th 2017
 - CoC sends information about the RFP opportunity out to its email list, which includes more than 550 individuals.
 - CoC partners widely distribute information about the RFP opportunity to their email lists, which include dozens of organizations that do not currently receive and have never received CoC program funds.
- CoC provides a question and answer session for agencies interested in applying for funds.
- DHS, CoC Chairs and contracted consultants provide technical assistance as needed to ensure that the process is accessible to any applicant, including those that have not previously received funding.
- The Steering Committee appoints a review committee of subject matter experts to review, rate, rank & competitively select new project applications for inclusion in the CoC Priority Listing.
- The Committee uses objective criteria to score applications and selects the highest scored applications for ranking and inclusion in the Priority Listing.
- DHS, CoC Chairs and contracted consultants provide additional technical assistance as needed to ensure that selected applicants, including those that have not previously received funding, receive the assistance they need to successfully submit new project applications in e-Snaps.
- Steering Committee discusses and adopts final ranking.

Attachments: 1-7 New Projects RFP, Evidence of Public Posting, Email Outreach and Website Notices

Attachment 1 of 7: New Projects RFP Attachments 1-7

New York City Continuum of Care 2017

Request for Proposals for New Housing Projects (PSH, RRH, & Joint TH/RRH) – REVISED 7/28/17

DEADLINE EXTENDED BY DHS: Wednesday August 9th

INSTRUCTIONS

The New York City Continuum of Care (NYC CoC) is seeking applications for housing projects for inclusion in the CoC's 2017 application for HUD Continuum of Care funds. Based on the currently available estimate from HUD, in the 2017 CoC Competition, NYC CoC is eligible for **\$6,800,102 in Bonus** funding. The total funds available for new projects will be determined based on the final bonus amount as determined by HUD combined with any amount of funding that the NYC CoC Steering Committee determines shall be reallocated from existing renewal projects – currently estimated at **\$1.4 Million, and subject to change**. Individual projects may be funded through either bonus or reallocation funds: HUD allows each individual project application to be funded by only one of those two sources. Once projects have been selected for inclusion in the application to HUD, the NYC CoC Team will work with applicants to determine under which source the final project application should be submitted in eSNAPS. As necessary, applicants may be required to submit 2 separate applications in eSNAPS.

The NYC CoC encourages applications from applicants that have never previously received CoC funds as well as from applicants that are currently receiving or have in the past received CoC funds. The NYC CoC is seeking applications for the following project types:

- New **Permanent Supportive Housing (PSH)** projects that are dedicated to 100 percent chronically homeless individuals and families including youth/young adults experiencing chronic homelessness, or “DedicatedPlus” projects as defined below.*
- New **Rapid Rehousing (RRH)** projects that will serve homeless individuals and families, including youth, who meet the criteria defined below.
- A new project type: Joint **Transitional Housing (TH) and Rapid Rehousing (RRH)**, which will combine TH and RRH into a single project to serve individuals and families experiencing homelessness as described below. Agencies interested in seeking funding for joint TH-RRH should review [Snaps-in-Focus-New Joint Transitional Housing and Rapid Re Housing Component](#)

RRH projects may serve individuals and families, including unaccompanied youth, who meet the following criteria:

- 1) residing in a place not meant for human habitation;
- 2) residing in an emergency shelter or coming directly from the streets;
- 3) persons who qualify under paragraph (4) of the definition of homelessness, including persons fleeing or attempting to flee domestic violence situations (see definitions section);
- 4) residing in a transitional housing project that was eliminated in the FY2017 CoC Competition;

- 5) residing in transitional housing funded by a Joint TH-RRH component project;
- 6) receiving services through a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.

Joint TH-RRH projects may serve individuals and families, including unaccompanied youth, who meet the following criteria:

- 1) Directly from the street or other locations not meant for human habitation.
- 2) Directly from emergency shelters (this includes domestic violence emergency shelters).
- 3) Directly from safe havens.
- 4) Persons at imminent risk of losing their night time residence within 14 days, have no subsequent housing identified, and lack the resources to obtain other housing¹
- 5) Persons fleeing domestic violence (or attempting to flee and including human trafficking, victims of sexual assault, stalking, and dating violence).
- 6) Directly from transitional housing
- 7) Persons receiving services through a Department of Veterans Affairs (VA)-funded homeless assistance program.

Individuals coming from an institution where they have resided for 90 days **or** less AND have entered the institution from the streets, emergency shelter, **or** safe haven, maintain their homeless status during that time. Include these program participants in the percentages on page 18 of this application for streets and places not meant for human habitation, emergency shelters, and safe havens accordingly.

Joint **Transitional Housing (TH) and Rapid Rehousing (RRH)** projects include two existing program components – transitional housing and rapid re-housing in a single project to serve individuals and families experiencing homelessness. HUD will limit eligible costs as follows, in addition to other limitations as defined in the CoC Program Interim Rule: capital costs (i.e., new construction, rehabilitation, or acquisition, leasing of a structure or units, and operating costs to provide transitional

¹ The NYC CoC Written Standards establish the following limitations on admissions in this category for projects that do not target youth under 25 or victims of domestic violence: The primary objective of transitional housing is to end literal homelessness within the CoC. Eligibility is, generally, restricted to families and individuals who are literally homeless, including those who may also be fleeing or attempting to flee domestic violence and who are literally homeless (homeless definition Category 1 and Category 4, if also literally homeless). Transitional housing projects may admit people who are at imminent risk of homelessness (Category 2) only when the applicant met the literal homelessness (Category 1) definition within the past 2 years. Such admissions should be rare and may not, generally, comprise more than 10% of program admissions.

housing; short or medium-term tenant-based rental assistance (i.e., up to 24 months) on behalf of program participants to pay for the rapid rehousing portion of the project; supportive services; HMIS, and project administrative costs.

When a participant is enrolled in a Joint TH-RRH component project, the recipient or sub-recipient must be able to provide both components, including the units supported by the TH component and the tenant-based rental assistance and services provided to all participants. A participant may choose to receive only the TH unit or the RRH assistance, but the recipient and sub-recipient must make both types of assistance available.

New in the FY 2017 CoC Program Competition, HUD will allow project applicants to apply for a new **expansion project** under the reallocation process or bonus in order to expand existing eligible renewal projects that will increase the number of units in the project or allow the recipient to serve additional persons. HUD has clarified that the component type for the existing project and the new expansion project must be identical (e.g., an existing PSH project may only apply for a PSH expansion, an existing RRH project may only apply for a RRH expansion, and, since it is an entirely new component type, Joint TH-RRH projects may not be funded as an expansion). Projects may not apply for an expansion to replace other funding sources. Applicants seeking funding for an expansion project should complete the relevant section of this application.

Existing TH projects may reallocate their current funds to enable creation of a new Joint TH-RRH Project. Applicants wishing to consider this option should consider the following:

- By enabling RRH assistance, this option will provide expanded exit options for project participants beyond those currently available to TH participants, who are not currently eligible for CoC funded RRH.
- HUD has clarified that RRH participants maintain their chronic homeless status. This enables projects to use RRH as a bridge to PSH for disabled chronically homeless participants.
- Participants in existing TH projects that are no longer being funded in the 2017 CoC Competition, including those residing in TH projects choosing to reallocate to joint TH-RRH, will be eligible for assistance under the new Joint TH-RRH component Type.
- Applicants should note that a vote on the following motion will occur at the 8/18/17 Steering Committee meeting:

For existing Transitional Housing (TH) projects wishing to reallocate to create a new Joint Transitional Housing - Rapid Re-housing (TH-RRH) project, assuming their new project application is of sufficiently high quality to pass HUD threshold criteria, and is determined by the review committee to: 1) demonstrate adequate applicant capacity to manage the project, 2) fill a critical gap in the CoC and 3) meet the needs of proposed participants, the new project will be ranked in a manner that is consistent with the evaluation score of their existing TH project.

To enable addition of the RRH component, such projects would be able to submit a new project application for more funding than they currently receive for the existing TH project. The CoC reserves the right to place reasonable limitations on the amount of additional funds awarded (e.g., based on funds available and to ensure cost-effectiveness, including that costs do not deviate substantially from the

norm). If they determine that the amount awarded is insufficient to adequately operate the proposed Joint TH-RRH project or the review committee decides not to award the proposed project, agencies may opt to continue their existing TH project and rescind their Joint TH-RRH application.

These provisions would be incentives for projects that scored well on their renewal project evaluation and that would be ranked in Tier 1 to consider reallocation to create a new Joint TH-RRH project.

- Applicants should also that HUD will consider the new Joint TH-RRH project to be an entirely new project. Funding for the existing TH project will end in accordance with the end date of the grant agreement funded through the 2016 CoC Competition. Recipients may seek a no cost extension from HUD to enable full spending of any remaining funds beyond the scheduled grant end date. The start date of any new Joint TH-RRH project funded through the 2017 CoC Competition would be determined following the award announcement by HUD. The new project would start sometime in Calendar Year 2018, and there may be a gap between the end date of the existing TH project and the start date of the new Joint TH-RRH project.

Please note that this application is based on the best information that is currently available and the NYC CoC may need to revise the requirements described herein and/or request additional information based on additional guidance received from HUD and/or policy decisions made by the NYC CoC Steering Committee.

All applications for PSH, RRH, and Joint TH-RRH projects are due by close of business on Wednesday August 9th and should be sent to NYCCoC@hra.nyc.gov. Only emailed proposal packets will be accepted. The NYC CoC reserves the right to announce an extended deadline as needed, though additional extensions are unlikely.

Applicants may submit questions to [Michael Brydges](#) or [Charlie Winkler](#).

Project Requirement and Priorities:

- Eligible activities/projects for the Funds:
 - All projects must be Permanent Supportive Housing, Rapid Re-Housing, or Joint Transitional Housing – Rapid Re-Housing
 - Projects can request funds for
 - PSH: Rental assistance, leasing, operating, construction, acquisition, rehabilitation
 - RRH: Rental assistance (must be tenant-based –TBRA)
 - Joint TH-RRH: Rental assistance to pay for RRH assistance (must be tenant-based – TBRA), leasing, operating, construction, acquisition, rehabilitation to provide transitional housing
 - ALL Projects: Supportive Services
 - ALL Projects: HMIS
 - ALL Projects: Admin

- Term – Projects may request up to 5 years of funding for rental assistance, operating, or supportive services, and up to 3 years for leasing and capital funds. The NYCCoC reserves the right to change the maximum allowable term for final applications submitted to HUD based on NOFA requirements and/or strategic priorities such as those aimed at maximizing federal funding.
- Projects seeking construction, acquisition, rehabilitation funds must provide a deed demonstrating site control for a building or units where evidence of site control exceeds the requested grant term.
- The FY 2017 HUD Appropriations Act requires HUD to obligate FY 2017 CoC Program funds by September 30, 2019. Obligated funds remain available for expenditure until September 30, 2024. However, HUD reserves the right to require an earlier expenditure deadline under a grant agreement. The applicant is expected to initiate the approved projects promptly in accordance with the requirements of the NOFA. Grant terms, and associated grant operations, may not extend beyond the availability of funds. Applicants must plan accordingly and only submit applications that can start operations in a timely manner with sufficient time to complete post award process within the awarded grant term. In addition, HUD will take action if the grantee fails to satisfy the timeliness standards found in 24 CFR 578.85. HUD strongly encourages all rental assistance to begin within 12 months of award. Awards are anticipated to occur in approximately December 2017. The NYC CoC reserves the right to change requirements related to timeliness of expenditures for final applications submitted to HUD based on NOFA requirements and/or strategic priorities such as those aimed at rapid project start-up.
- The NYC CCoC reserves the right to prioritize funding for applications that will be ready for occupancy no later than 6 months after the award of funds. Awards are anticipated to occur in approximately December 2017.
- Projects cannot combine the following types of assistance in a single structure or housing unit:
 - Leasing and acquisition, rehabilitation, or new construction
 - Tenant-based rental assistance and acquisition, rehabilitation, or new construction
 - Short or medium-term rental assistance and acquisition, rehabilitation, or new construction
 - Rental assistance and leasing
 - Rental assistance and operating

Joint TH-RRH projects may combine capital costs (acquisition, rehabilitation, or new construction), leasing of a structure or units, and operating costs to provide transitional housing with short or medium-term rental assistance to pay for the rapid re-housing portion of the project.

- Projects, except as prohibited to protect victims of domestic violence, dating violence, sexual assault, or stalking, must agree to enter client data into the NYC CCoC HMIS. Excepted projects must enter data into a comparable database.
- All projects must participate in the annual homeless count(s), and any applicable coordinated access system, and comply with the NYCCoC Written Standards www.nychomeless.com and all other NYC CCoC Policies and Procedures.
- Applications must demonstrate:
 - A plan for **rapid implementation** of the program; the project narrative must document how, and when, the project will be ready to begin housing the first

program participant, when the project will achieve full occupancy, and a detailed plan for how the project will ensure timely implementation.

- A connection to **mainstream service systems**, specifically:
 - 1) that activities are in place to identify and enroll all Medicaid-eligible program participants; AND
 - 2) whenever possible, that the project includes Medicaid-financed services, including case management, tenancy supports, behavioral health services, or other services important to supporting housing stability. Project applicants may include Medicaid-financed services either by the recipient receiving Medicaid coverage payments for services provided to project participants or through formal partnerships with one or more Medicaid billable providers (e.g., Federally Qualified Health Centers). Medicaid-financed health services provided in a hospital setting do not qualify. Where projects can demonstrate that there are barriers to including Medicaid-financed services in the project, they must demonstrate that the project leveraged non-Medicaid resources available in the CoC's geographic area, including mainstream behavioral health system resources such as mental health or substance abuse prevention and treatment block grants or state behavioral health system funding.
 - 3) that services are in place to connect participants to mainstream resources, including benefits, health insurance and employments services
 - 4) for stable PSH participants, that the project will assess participants' interest in moving on to independent affordable housing, and offer assistance, as indicated, to help tenants who would like to move on to explore independent housing options and apply for mainstream affordable housing opportunities
 - Experience in operating a successful **Housing First** program and a program design that meets the definition of Housing First as adopted by the NYC CCoC (see Housing First Practices in the Appendix).
 - A plan for outreach to the eligible population.
 - That the project is cost-effective, including costs of construction, operations, and supportive services with such costs not deviating substantially from the norm in that locale for the type of structure or kind of activity.
 - That they meet HUD's match requirements (See page 28)
- Eligible localities:
 - Projects must be located within the five boroughs of New York City.
 - Eligible populations:
 - PSH:
 - All projects must dedicate 100% of units to chronically homeless individuals and/or families, as defined by HUD (or 100% of units to populations who meet the Dedicated Plus criteria (See Appendix).
 - PSH project applicants must demonstrate that they will first serve people experiencing chronic homelessness according to the order of priority established in the NYC CoC Written Standards (available at: www.nychomeless.com). Note that HUD released updated guidance regarding prioritization of people experiencing chronic homelessness in PSH and the NYC CoC Steering Committee recently amended the NYC CoC Written Standards accordingly. Please go to www.nychomeless.com for more information.

- Disabilities: All projects must serve exclusively disabled individuals as defined by HUD (See Appendix)
- RRH may serve individuals and families, including unaccompanied youth, who meet the following criteria:
 - residing in a place not meant for human habitation;
 - residing in an emergency shelter or coming directly from the streets;
 - persons who qualify under paragraph (4) of the definition of homelessness, including persons fleeing or attempting to flee domestic violence situations (see definitions section);
 - residing in a transitional housing project that was eliminated in the FY2017 CoC Competition;
 - residing in transitional housing funded by a Joint TH-RRH component project;
 - receiving services through a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA’s homeless assistance system.
- Joint TH-RRH may serve individuals and families, including unaccompanied youth, who meet the following criteria:
 - Coming directly from the street or other locations not meant for human habitation.
 - Coming directly from emergency shelters (this includes domestic violence emergency shelters).
 - Coming directly from safe havens.
 - Persons at imminent risk of losing their night time residence within 14 days, have no subsequent housing identified, and lack the resources to obtain other housing²
 - Persons fleeing domestic violence (or attempting to flee and including human trafficking, victims of sexual assault, stalking, and dating violence).
 - Coming directly from transitional housing
 - Persons receiving services through a Department of Veterans Affairs (VA)-funded homeless assistance program.

² The NYC CoC Written Standards establish the following limitations on admissions in this category for projects that do not target youth under 25 or victims of domestic violence: The primary objective of transitional housing is to end literal homelessness within the CoC. Eligibility is, generally, restricted to families and individuals who are literally homeless, including those who may also be fleeing or attempting to flee domestic violence and who are literally homeless (homeless definition Category 1 and Category 4, if also literally homeless). Transitional housing projects may admit people who are at imminent risk of homelessness (Category 2) only when the applicant met the literal homelessness (Category 1) definition within the past 2 years. Such admissions should be rare and may not, generally, comprise more than 10% of program admissions.

Individuals coming from an institution where they have resided for 90 days **or** less AND have entered the institution from the streets, emergency shelter, **or** safe haven, maintain their homeless status during that time.

- Except as noted above, persons in transitional housing **are not eligible** for new PSH or RRH projects funded through this RFP.
- Eligible applicants:
 - Eligible project applicants for the CoC Program Competition are nonprofit organizations, States, local governments, and instrumentalities of State and local governments, and public housing agencies.
 - Applications shall only be considered from project applicants in good standing with HUD, which means that the applicant does not have any open monitoring or audit findings, history of slow expenditure of grant funds, outstanding obligation to HUD that is in arrears or for which a payment schedule has not been agreed upon, or history of serving ineligible program participants, expending funds on ineligible costs, or failing to expend funds within statutorily established timeframes.
- Priorities:
 - Bonus points will be available to PSH, RRH, and Joint TH-RRH projects that dedicate a minimum of 50% of units for unaccompanied and parenting youth under age 25.
 - Bonus points will be available to PSH projects that demonstrate a viable plan to begin housing eligible participants within 12 months of award and to achieve full occupancy within 18 months of award.
 - Additional bonus points will be available to PSH projects that demonstrate a viable plan to begin housing eligible participants within 6 months of award and to achieve full occupancy within 12 months of award.
 - Bonus points will be available to Joint TH-RRH and RRH projects that demonstrate a viable plan to begin housing eligible participants within 4 months of award and to achieve full occupancy within 8 months of award.
 - Bonus points will be awarded for projects that prioritize Veterans who are ineligible to receive HUD-VASH/SSVF services.
 - Bonus points will be given to projects that will employ homeless and/or formerly homeless individuals.

APPLICATION

All information requested in this application is required, and the CoC reserves the right not to review applications that:

- Are late
- Are incomplete
- Are submitted by ineligible applicants
- Do not indicate that the proposed project will meet all eligibility requirements
- Exceed the following maximum page limit: *combined 15 page limit using a 12 point font with one inch margin for Sections 1 (Organizational Experience and Capacity), 2 (Project Description, and 3 (Supportive Services for Participants).*
- Propose costs that deviate substantially from the norm in the locale for the type of structure or kind of activity proposed.

Applications are due by COB on Wednesday August 9th and should be sent to NYCCCoC@hra.nyc.gov

- Please contact Michael Brydges at brydgesm@hra.nyc.gov for questions about the form or process.

1. Project Applicant Information:

- a. Name of Organization: _____
- b. Organization Type
 - Units of Local Government
 - Non-profit 501(c)(3)
 - PHA
 - State Government
 - Other: Describe _____
- c. DUNS Number: _____

2. Sub-Recipient Organization (if applicable):

- a. Name of Organization: _____
- b. Organization Type
 - Units of Local Government
 - Non-profit 501(c)(3)
 - PHA
 - State Government
 - Other: Describe _____
- c. DUNS Number: _____

3. Contact person for this application:

- a. Name: _____ Title: _____
- b. Phone: _____
- c. Email: _____

4. Project Address: _____

5. Type of Project: PSH RRH Joint TH - RRH

6. Is this an expansion project? YES No

If this is an expansion project, please indicate:

- a. Is this project seeking expansion funds to replace other funding sources?

YES No (Note: use of expansion funds to replace other sources is not permitted)

- b. **Component Type of the existing project:** PSH RRH
- c. **Component Type of the expansion project:** PSH RRH (component types of the existing and expansion projects must be identical)
- d. **Grant # of the eligible renewal project that is requesting expansion:**

- e. **Point in Time (PIT) Project Capacity:**

	<i>PIT Capacity - Existing Project</i>	<i>PIT Capacity – New Project</i>	<i>Total PIT Capacity – Existing Project + New Project</i>
# of Units			
# of Beds			
# of Households Served			
# of People Served			

7. **Proposed Project Term:** _____ Years

8. **Proposed Project Budget - Annual**

Activities	Annual Assistance Requested
Rental Assistance	
Indicate Type of RA (if applicable)	<input type="checkbox"/> TBRA (Required for RRH) <input type="checkbox"/> PBRA <input type="checkbox"/> SBRA
Leasing	
Supportive Services	
Operations	
Rehabilitation	
New Construction	
Acquisition	
HMIS	
Sub-total Request (Add all lines above)	
Administrative costs (Up to 10% of subtotal) ³	

³ NYCCoC reserves the right to limit administrative requests for final applications submitted to HUD based on strategic priorities such as those aimed at maximizing direct assistance. Applicants should note that only the following types of costs are eligible as administrative expenses under the CoC program: Preparing program budgets and schedules; developing compliance systems; monitoring compliance; developing agreements with sub-recipients and contractors; preparing reports

Total Annual Request (Add Sub-total and Admin)	
Cash Match	
In-kind Match	
Total Match (Add cash and in-kind match) must be at least 25% of total request excluding leasing ⁴	
Total Annual Budget (Add Total Request and Total Match)	

and documents for HUD; coordinating audit and monitoring findings resolution; evaluating the program against objectives; managing/supervising the functions above; travel costs incurred for monitoring of subrecipients; administrative services performed under third party contracts (legal, accounting, and audit services); other costs for goods and services required for the administration of the program (rental or purchase of equipment, insurance, utilities, rental/maintenance of office space); providing training on CoC requirements and attending HUD-sponsored training; environmental review. Admin funds must be allocated only to the eligible costs listed above.

⁴ NYCCoC discourages projects from committing more than the required match. HUD will monitor based on the amount committed in the application and overcommitting increases recapture risk.

9. Proposed Project Budget – Total (applies only to projects requesting a term of more than 1 year)

Activities	Total Assistance Requested over Full Term
Subtotal Multi-Year Request (Multiply applicable lines by # of years)	
Administrative costs (Up to 10% of subtotal) ⁵	
Total Annual Request (Add Sub-total and Admin)	
Cash Match	
In-kind Match	
Total Match (Add cash and in-kind match) must be at least 25% of total request excluding leasing ⁶	
Total Budget Over Full Term (Add Total Request and Total Match)	

10. Housing Type

- a. Type: Single Site Scatter Site
- b. Total Number of Units: _____
- c. Total Number of Beds: _____

11. A. Population to be Served in the Project (Point-in-Time)

Households	Households with At Least One Adult and One Child	Adult Households without Children	Households with Only Children	Total
Total Number of Households				

**B. Population to be Served in the Project (Annually – over the course of a year)
(Not applicable for PSH - Applies to RRH and Joint TH-RRH only)**

Households	Households with At Least One Adult and One Child	Adult Households without Children	Households with Only Children	Total
Total Number of Households				

⁵ NYCCoC reserves the right to limit administrative requests for final applications submitted to HUD based on NOFA requirements and/or strategic priorities such as those aimed at maximizing direct assistance.

⁶ NYCCoC discourages projects from committing more than the required match. HUD will monitor based on the amount committed in the application and overcommitting increases recapture risk. Projects are encouraged to move excess match to leverage.

1. Organizational Experience and Capacity of Applicant & Sub-Recipients

PLEASE NOTE: maximum combined page limit is 15 pages using a 12 point font with one inch margin for Sections 1 (Organizational Experience and Capacity), 2 (Project Description), and 3 (Supportive Services for Participants).

- A. Describe the experience of the project applicant, sub-recipients (if applicable), and partner organizations (e.g., key contractors, service providers if applicable) as it relates to providing supportive services and housing for homeless persons, and carrying out the activities of the project. Be sure to provide concrete examples that illustrate (1) experience/expertise with renting units, operating rental assistance, and providing supportive services similar to the activities proposed in the applications (2) working with and addressing the target population's identified housing and service needs. Specifically describe your experience with:
- the Housing First model
 - delivering or securing Medicaid funded services for participants in the agency's programs
 - linking participants to mainstream resources, including benefits, health insurance, employment services, and mainstream affordable housing
 - assessing stable participants' interest in moving on to independent affordable housing and offering assistance, as indicated, to help tenants who would like to move on to explore independent housing options and apply for mainstream affordable housing opportunities (PSH ONLY)
- B. Describe experience of project applicant and partners (if applicable) relating to serving the eligible population you are proposing to serve.
- C. Describe the basic organization and management structure of the applicant and subrecipients (if any). Include description of internal and external coordination, structures for managing basic organization operations, and an adequate financial accounting system that will be used to administer the grant.
- D. Describe the experience of the applicant and potential subrecipients (if any), in effectively utilizing federal funds and performing the activities proposed in the application, given funding and time limitations.
- E. Describe the experience of the applicant and potential subrecipients (if any) in identifying and securing matching funds and leveraging other Federal, State, local, and private sector funds. If the applicant and subrecipient have no experience, indicate "No experience leveraging other Federal,

State, local or private sector funds.”

F. Have any of your agency’s HUD funded programs (including ESG) received a HUD audit in the last 12 months? yes no

If yes, were there any findings from the audit? yes no

If there were findings, please describe the findings and your agency’s corrective actions to satisfy the findings and attach a copy of the corrective action plan that you submitted to HUD.

G. Are there any unresolved monitoring or audit findings for any HUD grants (including ESG) operated by the applicant or potential subrecipients (if any)?

Yes No

If Yes, describe the details of unresolved monitoring or audit findings and steps that will be taken to resolve.

H. Have you returned any funds to HUD on any existing grants in the last two years?

Yes No

If yes, how much has been returned?

What is the reason that the funds have been returned?

What actions are you taking to ensure full spending?

I. Do you have any outstanding obligation to HUD that is in arrears or for which a payment schedule has not been agreed upon?

Yes No

If yes, how much is owed?

What is the reason for the obligation to HUD?

What is preventing establishing a payment schedule?

J. Have you consistently drawn down funds at least quarterly on all HUD CoC grants in the last two years? Yes No

If no, what is the reason that the funds have not been drawn down?

What actions are you taking to ensure timely draw down?

K. Have you submitted on time Annual Progress Reports (APRs) for all HUD CoC grants in the last two years? Yes No

If no, what is the reason that APRs were late?

What actions are you taking to ensure timely submission?

12. Project Description

- A. Provide a description that addresses the entire scope of the proposed project. The project description should be complete and concise. It must address the entire scope of the project, including a clear picture of the community/target population(s) to be served, the plan for addressing the identified needs/issues of the CoC community/target population(s), projected outcome(s), and any coordination with other source(s)/partner(s). The description must be consistent with other parts of this application and identify:
- The target population including the number of single adults and the number of families with children to be served when the project is at full capacity
 - Address and location of units
 - Type and number of units – scatter site or single site, single or multi-family homes, etc.
 - The specific services that will be provided and outreach methods to be used to serve the long-term homeless population
 - Projected outcomes
 - Coordination with partners
 - Project timeline – when units will be developed or leased-up
 - HMIS implementation
 - How the project will leverage or deliver Medicaid and other mainstream services to participants
- B. Describe the estimated schedule for the proposed activities, the management plan, and the method for assuring effective and timely completion of all work.
- C. In cases where the proposed project is expanding an existing project, describe how the requested funds will supplement existing services and resources, and increase participants served.

D. Describe a plan for **rapid implementation** of the program; Indicate the month and year in which the project will begin to house eligible participants, the month and year in which the project will achieve full occupancy, and a detailed plan for ensuring timely and full project rent-up. If any project site is not currently owned or under a lease agreement, provide a summary of relevant contracts and agreements (e.g., with local landlords, housing locator specialists, public housing authority, other partner organizations) needed for the achievement of project operation. The narrative must provide evidence that ensures there will be no delay in service provision to participants, operation of CoC management systems, or the leasing of units for reasonable rents.

E. Will the project receive referrals only through one of NYC’s established local Coordinated Access systems (e.g. HRA 2010e, HASA, DHS Housing Unit, etc.)

Yes No

If No, please explain why and provide information about how the project will ensure access to the proposed project using a low barrier approach and appropriate targeting of resources to eligible participants whose level of need is appropriate to the proposed model type.

F. PSH Only: Describe recipient/subrecipient capacity for assessing need, prioritizing persons with the most severe needs and outreaching to identify chronically homeless people and the specific plan for how the project will first serve the chronically homeless according to the order of priority established in the NYC CoC Written Standards (available at: www.nyhomeless.com). Note that HUD has released updated guidance regarding prioritization of people experiencing chronic homelessness in PSH and the NYC CoC Steering Committee recently updated the written standards accordingly. Please go to www.nyhomeless.com for more information.

G. Describe recipient/subrecipient experience with and a description of the program design for implementing Housing First.

H. Will participants be required to live in a particular structure, unit, or locality, at some point during the period of participation? Yes No

Will more than 16 persons reside in a structure? Yes No

If yes, please answer the following questions

- Describe local market conditions that necessitate a project of this size.
- Describe how the project will be integrated into the neighborhood.

I. If the project involves capital development, please describe the proposed development activities and the responsibilities that the applicant and potential subrecipients (if any) will have in developing, operating, and maintaining the property.

J. Will your agency employ homeless and/or formerly homeless individuals in this project?

Yes No

If yes, please describe the role of these individuals in the project.

K. Describe your plans to implement a system of Continuous Quality Improvement, program evaluation, and consumer satisfaction in order to ensure that your program provides a high quality of services. Please describe how outcomes related to improving employment rates and increasing income among participants will be measured.

L. Describe your agency's existing mechanism(s) for consumer involvement and how that information is used. Describe how you would obtain consumer feedback in this new program.

III. Supportive Services for Participants

A. For projects serving **families with dependent children and single adults 24 years old or younger**, does the applicant/sponsor have policies and practices that are consistent with, and do not restrict the exercise of rights provided by the education subtitle of the McKinney-Vento Act, as updated by the Every Student Succeeds Act, and other laws relating to the provision of educational and related services to individuals and families experiencing homelessness?

Yes No

B. For projects serving **families with dependent children and single adults 24 years old or younger**, does the applicant/sponsor have a designated staff person responsible for ensuring that children are enrolled in school and connected to the appropriate services within the community, including early childhood education programs such as Head Start, Part C of the Individuals with Disabilities Act, and McKinney-Vento education services?

Yes No

C. Describe how participants will be assisted to obtain and remain in permanent housing. The description must be consistent with other parts of this application and identify:

- Plan to move eligible participants into the project
- Needs of tenants and plan for addressing those needs including but not limited to: health, behavioral health, education, employment, life skills and child care services
- How units will be identified and rent reasonableness will be determined

D. Describe how participants will be assisted to increase employment and/or income and to maximize their ability to live independently. The description must be consistent with other parts of this application and identify:

- Needs of target population and services required
- How tenants will access these services
- Coordination with other providers and mainstream systems
- How tenants will access SSI/SSDI and other mainstream benefits
- Unique needs of youth (if applicable)

E. Please identify whether the project will include the following activities:

Transportation assistance to clients to attend mainstream benefit appointments, employment training, or jobs? Yes No

Regular follow-ups with participants to ensure mainstream benefits are received and renewed? Yes No

Will project participants have access to SSI/SSDI technical assistance provided by the applicant, a subrecipient, or partner agency? Yes No

Indicate the last SOAR training date for the staff person providing the technical Assistance:

IV. Outreach for Participants

A. Enter the percentage of homeless persons who will be served by the proposed project for each of the following locations:

___ Persons who came from the street or other locations not meant for human habitation

___ Persons who came from Emergency Shelters

___ Persons who came from safe havens

___ Total of above percentages

B. Describe the outreach plan to bring eligible homeless participants into the project, including a contingency plan to ensure project rent-up in accordance with the described timeline if sufficient eligible applicants are not identified in a timely manner.

V. Supportive Services Type and Frequency:

A. For all supportive services available to participants, indicate who will provide, how they will be accessed and how often they will be provided **regardless of the resources that will be used to pay for the services.**

For Provider, indicate: “Applicant” if the applicant will provide the service directly; “Subrecipient” if a subrecipient will provide the service directly; “Partner” if an organization that is not a subrecipient of project funds but with whom a formal agreement or memorandum of understanding (MOU) has been signed will provide the service directly; or, “Non-Partner” to if a specific organization with whom no formal agreement has been established regularly provides the service to clients.

		Frequency – select one per service type				
Supportive Service	Provider	Daily	Weekly	Bi-monthly	Monthly	Does not Apply
Assessment of Service Needs						
Assistance with Moving Costs						
Case Management						
Child Care						
Education Services						
Employment Assistance/Job Training						
Food						
Housing Search/ Counseling Services						
Legal Services						
Life Skills						
Mental Health Services						
Outpatient Health Services						
Outreach Services						
Substance Abuse Treatment Services						
Transportation						
Utility Deposits						

B. How accessible are basic community amenities (e.g. medical facilities, grocery store, recreation facilities, schools, etc) to the proposed project?

- Yes, very accessible
- Somewhat accessible
- Not accessible

VI. Population/Subpopulation Characteristics

Population Characteristics	Persons in Households with At Least One Adult and One Child	Adult Persons in Households without Children	Persons in Households with Only Children	Total
Disabled Adults over age 24				
Non-disabled Adults over age 24				
Disabled Adults ages 18-24				
Non-disabled Adults ages 18-24				
Accompanied Disabled Children under age 18				
Accompanied Non-disabled Children under age 18				
Unaccompanied Disabled Children under age 18				
Unaccompanied Non-disabled Children under 18				

Totals from Above:

Total Number of Adults over age 24				
Total Number of Adults ages 18-24				
Total Number of Children under 18				
Total Persons				

SUBPOPULATIONS: For PSH, each person must be listed as chronically homeless or Dedicated Plus.

Households with At Least One Adult and One Child

	Chron. Homlss or Dedic Plus Non-Vets	Chron. Homlss or Dedic Plus Vets	Chronic Subs. Abuse	Persons with HIV/AIDS	Severely Mentally Ill	Victims of Dom. Viol.	Phys. Disab	Dvlpmt Disab	Not Other-wise Represented
Disabled Adults over age 24									
Non-disabled Adults over age 24									
Disabled Adults ages 18-24									
Non-disabled Adults ages 18-24									
Disabled Children under age 18									
Non-disabled Children under age 18									
Total Persons									

Adult Households without Children

	Chron. Homlss or Dedic. Plus Non-Vets	Chron. Homlss Or Dedic. Plus Vets	Chronic Subs. Abuse	Persons with HIV/AIDS	Severely Mentally Ill	Victims of Dom. Viol.	Phys. Disab	Dvlpmt Disab	Not Other-wise Represented
Disabled Adults over age 24									
Non-disabled Adults over age 24									
Disabled Adults ages 18-24									
Non-disabled Adults ages 18-24									
Total Persons									

Households with Only Children

	Chron. Homlss or Dedic Plus Non-Vets	Chron. Homlss Or Dedic Plus Vets	Chroni c Subs. Abuse	Persons with HIV/ AIDS	Severely Mentally Ill	Victims of Dom. Viol.	Phys. Disab	Dvlpmt Disab	Not Other-wise Represented
Unaccompanied Disabled Children >18									
Unaccompanied Non-Disabled Children >18									
Accompanied Disabled Children >18									
Accompanied Non-Disabled Children >18									
Total Persons									

VII. HMIS Participation

- a. Does your agency currently participate in HMIS? Yes No
- b. Will your agency enter data into the HMIS for this proposed project? Yes No

VIII. Budget detail – complete only the sections relevant to the type of funds your project is requesting

Rental Assistance Budget (enter number of units by unit type; the applicable Fair Market Rent (FMR) level, multiply units times FMR times 12 (1 year grant) and enter totals.

Indicate the Type of Rental Assistance:

- Project Based Tenant Based (Required for RRH) Sponsor Based

Unit Size	No. of Units	FMR	Term (12 months)	Total
Efficiency		\$		
1 Bedroom		\$		
2 Bedroom		\$		
3 Bedroom		\$		
4 Bedroom		\$		
Total				

Leasing Costs⁷:

Total Annual Assistance Requested:			
Grant Term:			
Total Request for Grant Term:			
Total Units			
FMR Area	Total Units Requested	Total Annual Assistance Requested	Total Budget Requested

⁷ HUD requires that projects using CoC leasing funds maintain leases between the recipient or sub-recipient of the CoC funds and the property owner.

Operating Costs

Enter the quantity and total budget request for each operating cost. The request entered should be equivalent to the cost of one year of the relevant operating costs. When including staff costs, please include title, salary and FTE.

Operating Costs	Quantity Description (max 400 characters)	Annual Assistance Requested
Maintenance and repair		
Electricity, Gas and Water		
Property Tax and Insurance		
Furniture		
Replacement Reserve		
Equipment		
Building Security		
Total Annual Assistance Requested		
Grant Term		
Total Request for Grant Term		

Supportive Services: Enter the quantity and total budget request for each supportive services cost. The request entered should be equivalent to the cost of one year of the relevant supportive service. When including staff costs, please include title, salary and FTE.

Eligible Costs	Quantity Description (max 400 characters)	Annual Assistance Requested
Assessment of Service Needs		
Assistance with Moving Costs		
Case Management		
Child Care		
Education Services		
Employment Assistance		
Food		
Housing Search/Counseling Services		
Legal Services		
Life Skills		
Mental Health Services		
Outpatient Health Services		
Outreach Services		
Substance Abuse Treatment Services		
Transportation		
Utility Deposits		
Operating Costs		
Total Annual Assistance Requested		
Grant Term		
Total Request for Grant Term		

Acquisition/Rehabilitation/New Construction

Enter the amount (\$) requested for eligible development costs at the structure site. The line item costs for new construction may include the actual cost of real property acquisition; however, project applicants may not enter an amount for both new construction and acquisition or rehabilitation for the same structure. For projects requesting funds for new construction, the cost of acquiring land should be included in the New Construction costs. Project applicants may apply for acquisition and rehabilitation costs for the same structure. Refer to section 578.43-47 of the CoC Program interim rule for more information, including what activities are eligible under each of these costs.

Complete the following fields related to the funds being requested for acquisition, rehabilitation, and/or new construction of the new project.

Name of Structure: _____

Street Address 1: _____

Street Address 2: _____

City: _____

State: New York

Zip Code: _____

Eligible Activity	Amount of Assistance Requested
Acquisition	
Rehabilitation	
New Construction	
Total Assistance Requested:	

HMIS

Enter the quantity and total budget request for each HMIS cost.

Eligible Costs	Quantity and Description	Annual Assistance Requested
Equipment		
Software		
Services		
Personnel		
Space and Operations		
Total Annual Assistance Requested		
Grant Term		
Total Request for Grant Term		

Sources of Match – Please complete the match table below.

Per the CoC Program Interim Rule (24 CFR 578.73), match must equal **25 percent of the total grant request including admin costs but excluding leasing costs** (i.e., any funds identified for Leased Units and Leased Structures). For example, if the ‘total assistance requested’ is \$100,000, and the project applicant did not request costs for Leased Units or Leased Structures, then the project applicant must secure commitments for match funds equal to no less than \$25,000. For example, if the ‘total assistance requested’ is \$100,000, of which \$50,000 is for Leased Units or Leased Structures, then the project applicant must secure commitments for match funds equal to no less than \$12,500 (i.e., $(100K - 50K) * .25$).

- The total match requirement can be met through **cash, in-kind, or a combination** of the two.
- Match must be used for **eligible costs** for the program component you are applying for, as set forth in the HEARTH Interim Rule (Subpart D of 24 CFR part 578).
- **Cash sources.** A recipient or sub-recipient may use funds from any source, including any other federal sources (excluding Continuum of Care program funds), as well as State, local, and private sources, provided that funds from the source are not statutorily prohibited to be used as a match. The recipient must ensure that any funds used to satisfy the matching requirements of this section are eligible under the laws governing the funds in order to be used as matching funds for a grant awarded under this program.
- The recipient may use the value of any real property, equipment, goods, or services contributed to the project as match, provided that if the recipient had to pay for them with grant funds, the costs would have been eligible. Any such value previously used as match, may not be used again.
- If match is provided through **in-kind sources** from a third party, it must be documented by an **MOU** between the recipient or sub-recipient and the third party that will provide the services.

Services provided by individuals must be **valued at rates consistent** with those ordinarily paid for similar work in the recipient's or sub-recipient's organization. If the recipient or sub-recipient does not have employees performing similar work, the rates must be consistent with those ordinarily paid by other employers for similar work in the same labor market. The MOU must establish the **unconditional commitment**, except for selection to receive a grant, by the third party to provide the services, the **specific service** to be provided, the **profession** of the persons providing the service, and the **hourly cost** of the service to be provided.

- During the term of the grant, the recipient or sub-recipient must keep and make available, for inspection, **records documenting the service hours provided**.
- **To qualify as match, funds must come to and be disbursed by the grantee.** If benefits are paid directly to program participants, the funding is not going through the agency's books and it cannot be counted as match. For example, rent paid directly to a private landlord does not come to the grantee and so cannot qualify as match. Benefits received by tenants such as SSI, GA do not go to the grantee and cannot be used as match.

Identify Type of Contribution: Cash or In kind	Name the Source of Contribution	Identify Source as: (G) Government or (P) Private	Date of Written Commitment	Value of Written Commitment
<i>Example: Cash</i>	NYC DOHMH NY/NY III Service Funds	G	4/15/16	\$10,000
			TOTAL:	\$

OTHER FUNDING:

Are the HUD CoC funds you are requesting sufficient to operate the project to serve the # of participants proposed in this application? Yes No

If no, how much additional funding is required annually to fully support the project?

What additional funding sources and amounts, other than HUD CoC sources, are committed to this project (e.g. HUD VASH, OMH, DOHMH, HASA, LIHTC, etc.)?

Source	Amount Committed Annually

APPENDIX

DEFINITIONS OF KEY TERMS:

Category 4 – HUD Homeless Definition: HUD defines four categories under which individuals and families may qualify as homeless. Category 4 is individuals and families who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member. HUD has clarified that persons who are fleeing or attempting to flee human trafficking may qualify as homeless under paragraph 4, and therefore may be eligible for certain forms of homeless assistance under the CoC Program, subject to other restrictions that apply. HUD considers human trafficking, including sex trafficking, to be “other dangerous or life threatening conditions related to violence against the individual or family member.” Where an individual or family is fleeing, or is attempting to flee human trafficking, that has either taken place within the individual’s or family’s primary night-time residence or has made the individual or family afraid to return to their primary night-time residence; and the individual or family has no other residence; and lacks the resources or support networks to obtain other permanent housing; HUD would consider that individual or family to qualify as homeless under paragraph 4 of the definition.

Chronically Homeless: The definition of “chronically homeless” currently in effect for the CoC Program is that which is defined in the CoC Program interim rule at 24 CFR 578.3, which states that a chronically homeless person is:

1. **(a)** A “homeless individual with a disability,” as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)), who:
 - i. lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
 - ii. Has been homeless and living as described in paragraph (a)(i) continuously for at least 12 months or on at least four separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described in paragraph (a)(i). Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering an institutional care facility;
- (b)** An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (a) of this definition, before entering the facility;
- (c)** A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (a) or (b) of this definition (as described in Section I.D.2.(a) of this Notice), including a family whose composition has fluctuated while the head of household has been homeless.

DedicatedPlus projects are PSH projects where 100 percent of the beds are dedicated to serve individuals with disabilities (including unaccompanied homeless youth), and, families in which one adult or child has a disability (including unaccompanied homeless youth), and that at intake are:

- 1) experiencing chronic homelessness as defined by HUD;
- 2) residing in a TH project that will be eliminated and meets the HUD definition of chronic homelessness in effect at the time the individual or family entered the TH project;
- 3) residing in a place not meant for human habitation, emergency shelter, or safe haven; but the individuals or families experiencing chronic homelessness as defined by HUD had been admitted and enrolled in a permanent housing project within the last year and were unable to maintain a housing placement;
- 4) residing in transitional housing funded by a Joint TH and RRH component project and who were experiencing chronic homelessness as defined by HUD prior to entering the project;
- 5) residing and has resided in a place not meant for human habitation, a safe haven, or emergency shelter for at least 12 months in the last three years, but has not done so on four separate occasions;
- 6) receiving assistance through a Department of Veterans Affairs (VA) funded homeless assistance program and met one of the above criteria at initial intake.

Disabling condition:

- A physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury that: Is expected to be long-continuing or of indefinite duration; and substantially impedes the individual's ability to live independently; and could be improved by the provision of more suitable housing conditions; OR
- A developmental disability, as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002); OR
- The disease of acquired immunodeficiency syndrome (AIDS) or any condition arising from the etiologic agency for acquired immunodeficiency syndrome (HIV).

[NYC Coalition on the Continuum of Care Written Standards](#)

As required by HUD, the NYCCoC has adopted Written Standards. All CoC Program funded projects must comply in full with the applicable standards. The current written standards are available at www.nychomeless.com. All CoC Program funded projects must also comply with all HUD regulations and NOFA requirements established for the CoC Program. HUD regulations may be found at: <https://www.onecpd.info/resources/documents/CoCProgramInterimRule.pdf>.

CoC Program funded projects may also be subject to additional criteria as set forth in annual competitive application processes administered by the NYCCoC in conjunction with HUD annual CoC program competitions.

Below are excerpts from the NYCCoC written standards. Applicants are responsible for reviewing the Written Standards in their entirety.

A. Housing First Practices

Housing First is a proven method of ending all types of homelessness and is the most effective approach to ending chronic homelessness. Housing First approaches quickly connect people experiencing a

housing crisis with permanent housing without preconditions (e.g., sobriety, treatment or service participation requirements) and the supports needed to maintain housing. Evidence from communities and programs that follow a Housing First approach show that Housing First can reduce the length of time people are homeless, increase consumer choice, and increase housing stability.

Housing First is an alternative to approaches where people experiencing homelessness must demonstrate their readiness for permanent housing or otherwise participate in a linear set of time-limited housing and services before obtaining permanent housing. By contrast, Housing First is premised on the understanding that everyone is “housing ready,” that people experiencing a wide variety of barriers can successfully find and maintain housing with the right supports, and that people are better able to address their concerns and goals when stably housed.

In line with Housing First, providers should eliminate eligibility requirements that prevent higher need families and individuals from accessing their programs, especially requirements related to employment, minimum income, rental history, or substance use history. Providers who don’t have the skills to serve these families and individuals should be increasing their capacity either internally or through partnerships.

A project that adheres to a Housing First approach focuses on ensuring rapid placement and stabilization in permanent housing. This means helping clients find or directly offering permanent housing without preconditions, such as sobriety or income, avoiding requirements that are not normally included on a lease, and connecting clients to supports most critical to ongoing housing stability. Housing First is not housing only, however, as many people who experience homelessness need and want assistance with increasing their income, accessing medical care, addressing mental health and/or substance abuse issues, and dealing with other personal problems that may directly or indirectly cause them to become homeless again. Overwhelming evidence now shows that people are best able to address their personal needs when they are not on the street or in a shelter, but are instead in their own housing with the right amount of temporary or permanent financial and service supports necessary to stay housed. This also means that projects should strive to offer assistance in a progressive manner – offer more only when more is needed and desired to obtain permanent housing quickly and maintain it, and also less when such help is not needed.

Housing First practices are required to be used in all CoC Program funded **PSH, RRH, Joint TH-RRH, TH, SH and SSO** projects unless otherwise prohibited by other project funding sources or otherwise indicated in these standards.

B. Data Collection and HMIS Participation

All providers receiving CoC Program funding are required to participate in the CCoC’s Homeless Management Information System (HMIS). Providers must execute an HMIS Participation Agreement with the Department of Homeless Services (CCoC designated HMIS lead). Programs must follow NYC CCoC HMIS Policies and Procedure and remain in good standing with HMIS participation requirements. Providers that serve survivors of Domestic Violence only have to meet the basic HUD HMIS requirements for DV programs (i.e. collect all of the data elements an HMIS collects, however, victim service providers are directed to store that data in a comparable database and report on aggregate level and not client level specific data).

C. Program Evaluation and Continuous Improvement

CoC program funded projects are evaluated each year in preparation for HUD’s CoC Program competition. Evaluation results are used to inform project selection and ranking, as well as to identify

any performance issues that may need to be addressed. When a performance issue is identified, a provider may be referred to the CCoC's performance and quality improvement (PQI) committee for follow-up assistance and support in creating a plan to improve performance. Severe and persistent performance issues, including issues related to compliance with CCoC standards and chronic underspending, may negatively impact a project's ability to continue to receive CoC Program funding.

D. Permanent Supportive Housing

CoC Program funding for permanent supportive housing is designed to provide the services necessary to help homeless persons maintain stability in permanent housing after experiencing homelessness. In line with HUD's national homelessness policy as outlined in *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*, federal programs aimed at ending homelessness have shifted towards providing stable, permanent housing opportunities for the homeless and at-risk homeless and less towards transitional housing.

Permanent Supportive Housing projects must also follow the NYCCoC written standards for PSH. Those standards are available at www.nychomeless.com.

E. Rapid Re-Housing

CoC Program rapid re-housing funds are designed to provide the services necessary to help homeless persons quickly regain stability in permanent housing after experiencing homelessness. In line with HUD's national homelessness policy as outlined in *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*, federal programs aimed at ending homelessness have shifted towards providing stable, permanent housing opportunities for the homeless and at-risk homeless and less towards transitional housing. Rapid Re-Housing programs funded through the CoC will be required to meet HUD defined housing first standards as described here:

<https://www.hudexchange.info/resources/documents/Housing-First-Permanent-Supportive-Housing-Brief.pdf>

Rapid Re-Housing projects must also follow the NYCCoC written standards for RRH. Those standards are available at www.nychomeless.com.

Attachment 2 of 7: Evidence of Public Posting Reallocation Letter on August 1, 2017

(enlarged below)

NOFA	3. NOFA Project Application Training Presentation (PDF) - Posted August 15, 2017
	4. Rapid Re-Housing ESG vs CoC (PDF) - Posted August 3, 2017
APR	5. Sample Voluntary Reallocation Letter of Intent (PDF) - Posted August 1, 2017
	6. New Housing PSH & RRH and New Joint TH-RRH Projects Application (PDF) - Due Date, Close of business August 9, 2017
	7. Bidder's Conference FAQ/Q&A Guide (PDF) - Updated July 19, 2017

Attachment 3 of 7: Evidence of Publicly Posted Reallocation actual Sample Letter

(AGENCY Letter Head)

(Date)

CCoC Steering Committee Co-Chairs:

(Agency name) is writing to officially share with the New York City Coalition on the Continuum of Care (NYC CCoC) our intent to reallocate funds currently used in our (Project Name –contract number). The amount of funds to be reallocated is \$_____. We have made this decision based on the changing landscape of HUD funding and priorities.

Currently, the (Project name) program is funded to **INSERT SHORT PROJECT DESCRIPTION WITH POPULATION SERVED AND NUMBER OF CONTRACTED BEDS**. (Agency name) intends to return these funds to the NYC CCoC for use in new permanent housing for New York City.

(Agency name) is ready to move forward quickly with a plan for exiting participants should the reallocation be approved. **PLEASE PROVIDE A DETAILED DESCRIPTION OF THE AGENCY PLAN ADDRESSING CURRENT CLIENTS AND STAFF RE-LOCATION, including a timeframe with dates, AS APPROPRIATE.**

Thank you for your consideration of this request. Please contact me at your earliest convenience with any questions or requests.

Sincerely,

(Name)
(Title)
(Agency)

Attachment 4 of 7: Publicly Posted Evidence via Email & NYC CCoC Website

NYC CCoC New Project RFP: Request for New (PSH &RRH) & New (Joint TH/PH-RHH) LOI

Email: NYC CCOC Listserv, 556 Recipients

Delivered: Mon, Jul 10, 2017 4:23 pm

Subject: Reminder: Request for New Housing Projects (PSH &RRH) Proposal and New Projects (Joint TH/PH-RHH) Letters of Intent- Extended deadline

This screenshot shows the top portion of a MailChimp campaign report. At the top left is the MailChimp logo. A navigation bar contains 'Campaigns', 'Templates', 'Lists', and 'Reports', with 'Reports' being the active tab. The main heading is 'Request For New (PSH &RRH) & New (Joint TH/PH-RHH) LOI - Extended Due'. Below the heading is a 'Switch report' dropdown menu. A secondary navigation bar includes 'Overview', 'Activity', 'Links', 'Social', 'E-commerce', 'Conversations', and 'Analytics360'. The 'Activity' tab is selected. The report shows '556 Recipients'. Below this, it lists 'List: NYC CCOC Listserv' and 'Delivered: Mon, Jul 10, 2017 4:23 pm'. The subject line is 'Subject: Reminder: Request for New Housing Projects (PSH &RRH) Proposal and New Projects (Joint TH/PH-RHH) Letters of Intent- Extended deadline'. To the right of the subject line are links for 'View email', 'Download', 'Print', and 'Share'.

This screenshot shows the 'Details' tab of a MailChimp campaign report. The heading is 'Request For New (PSH &RRH) & New (Joint TH/PH-RHH) LOI - Extended Due'. A 'View Report' button is in the top right corner. Below the heading is a navigation bar with 'Campaign Preview', 'HTML Source', 'Plain-Text Email', and 'Details', with 'Details' being the active tab. A table lists the following details:

Campaign URL	http://mailchi.mp/edf35f9ea2b3/3uee1dti1f-239389
Delivery date & time	Mon, Jul 10, 2017 4:23 pm
From name	NYC CCoC Team
From email	NYCCOC@hra.nyc.gov
Subject line	Reminder: Request for New Housing Projects (PSH &RRH) Proposal and New Projec...
Preview text	
Recipients	Sent to list: NYC CCOC Listserv



Reminder

Request for Proposals for New Housing Projects (PSH & RRH)

Extended Deadline to close of business (COB) July 17th

INSTRUCTIONS:

The NYCCoC is seeking applications for new permanent supportive housing and rapid re-housing projects to be included in NYC CCoC's 2017 NOFA application for HUD Continuum of Care funds. Projects may be funded through both permanent housing bonus and/or any available reallocation funds. The amount of funds available have not yet been determined.

All applications for PSH and RRH projects are due by close of business on July 17th 2017 (7/17/17) and should be sent to NYCCoC@hra.nyc.gov. Agencies interested in seeking funding for PSH and/or RRH projects should click [here](#). Only emailed proposal packets will be accepted. The NYC CoC reserves the right to announce an extended deadline as needed.

Three Bidder's Conferences were held for the New Housing Projects (PSH & RRH) in June and early July. Thank you to all who attended and asked questions. A FAQ/Q&A Guide is being compiled and sent to those organizations who attended, and will be posted to the CoC website next week for all to view.

Request for Letters of Intent for New Projects (Joint TH & PH- RRH)

INSTRUCTIONS:

The NYCCoC is seeking Letters of Intent (LOI) for the new program type called Joint Transitional Housing (TH) and Permanent Housing-Rapid Rehousing (PH-RRH) projects, which will combine TH and PH-RRH into a single project to serve individuals and families experiencing homelessness. These projects will be considered for inclusion in the CoC's 2017 NOFA application for HUD Continuum of Care funds. Projects may be funded through both permanent housing bonus and/or any available reallocation funds.

Since the NOFA has not been released the NYC CCoC is still gauging interest for this project type. Only emailed Letters of Intent submitted to NYCCoC@hra.nyc.gov will be accepted. Letters of Intent may not exceed three pages in length, using 12 point font with one-inch margins. Click [here](#) for full instructions. The proposed budget is excluded from the page limit. [Submitting a LOI for this project type does not obligate applicants to commit to any permanent decisions.](#)

All links to documents referenced in this announcement supersedes any prior information posted on www.nyhomeless.com.

Please submit questions regarding the New Housing Application or Joint Projects Letter of Intent to [Charlie Winkler](#).

From: NYC CCoC Team <NYCCOC@hra.nyc.gov>

Date: July 10, 2017 at 4:23:49 PM EDT

To: <jhadzia70@aol.com>

Subject: **Reminder: Request for New Housing Projects (PSH &RRH) Proposal and New Projects (Joint TH/PH-RRH) Letters of Intent- Extended deadline**

Reply-To: NYC CCoC Team <NYCCOC@hra.nyc.gov>



Reminder

Request for Proposals for New Housing Projects (PSH & RRH)

Extended Deadline to close of business (COB) July 17th

INSTRUCTIONS:

The NYCCoC is seeking applications for new permanent supportive housing and rapid re-housing projects to be included in NYC CCoC's 2017 NOFA application for HUD Continuum of Care funds. Projects may be funded through both permanent housing bonus and/or any available reallocation funds. The amount of funds available have not yet been determined.

All applications for PSH and RRH projects are due by close of business on July 17th 2017 (~~7/17/17~~) and should be sent to NYCCoC@hra.nyc.gov. Agencies interested in seeking funding for PSH and/or RRH projects should click [here](#). Only emailed proposal packets will be accepted. The NYC CoC reserves the right to announce an extended deadline as needed.

Three Bidder's Conferences were held for the New Housing Projects (PSH & RRH) in June and early July. Thank you to all who attended and asked questions. A FAQ/Q&A Guide is being compiled and sent to those organizations who attended, and will be posted to the CoC website next week for all to view.

Request for Letters of Intent for New Projects (Joint TH & PH- RRH)

INSTRUCTIONS:

The NYCCoC is seeking Letters of Intent (LOI) for the new program type called Joint Transitional Housing (TH) and Permanent Housing-Rapid Rehousing (PH-RRH) projects, which will combine TH and PH-RRH into a single project to serve individuals and families experiencing homelessness. These projects will be considered for inclusion in the CoC's 2017 NOFA application for HUD Continuum of Care funds. Projects may be funded through both permanent housing bonus and/or any available reallocation funds.

Since the NOFA has not been released the NYC CCoC is still gauging interest for this project type. Only emailed Letters of Intent submitted to NYCCoC@hra.nyc.gov will be accepted. Letters of Intent may not exceed three pages in length, using 12 point font with one-inch margins. Click [here](#) for full instructions. The proposed budget is excluded from the page limit. [Submitting a LOI for this project type does not obligate applicants to commit to any permanent decisions.](#)

All links to documents referenced in this announcement supersedes any prior information posted on www.nychomeless.com.

Please submit questions regarding the New Housing Application or Joint Projects Letter of Intent to [Charlie Winkler](#).

Attachment 5 of 7: Outreach Email announcements: Sent to Coalition Representatives

6/21/17 & 8/1/17

Coalition Organization: The Network is the Supportive Housing Resource Provider

Number of Recipients: Entire NYC Coalition member listserv 2,203

From: Edline Jacquet
Sent: Wednesday, June 21, 2017 1:19 PM
To: Edline Jacquet
Subject: NYC Continuum of Care RFP Released



Dear Network Members,

The New York City Continuum of Care (CoC) has released a Request for Proposals (RFP) for both Permanent Supportive Housing and Rapid Rehousing projects which will be included in the NYC CoC's 2017 NOFA application for HUD funds. Projects will be funded through potential bonus dollars and any available reallocation funds. Since the NOFA has not yet been released, the amount of funds available has not yet been determined.

Applications are due by COB, Monday, July 10th. All applications must be emailed to NYCCoC@hra.nyc.gov. Agencies seeking funding should click [here](#) for the application and it is also attached to this email. Only emailed proposals will be accepted. The NYC COC reserves the right to announce an extended deadline as needed.

The NYC Dept. of Social Services will host several pre-proposal bidders conferences at **4 World Trade Center, 150 Greenwich Street** on the following dates and times:

- **Wed, June 21st, 3 to 4 pm , Room 40-A (TODAY)**
- **Wed. June 28th, 10 to 11 am, Room 32-A**
- **Thurs. July 6th, 12 noon to 1pm, Room 31-A**

Agencies interested in attending, should RSVP by clicking [here](#).

The RFP is for the following types of project and populations:

- New permanent supportive housing projects serving 100% chronically homeless individuals and families including youth/young adults experiencing chronic homelessness.
- New Rapid Rehousing (RRH) projects that serve homeless individuals and families including youth/young adults coming directly from the streets or emergency shelters or meeting the criteria of paragraph (4) of the HUD definition of homeless
- which references those fleeing domestic violence, dating violence, sexual assault, stalking or other dangerous situations. (See Appendix C for definition of Category 4).

The eligible activities for the different project types are:

Permanent Supportive Housing - Rental Assistance, Leasing, Operating Construction, Acquisition, Rehabilitation

Rapid Rehousing – Rental Assistance (Must be Tenant-based (TBRA))

Applicants may request up to 5 years of funding for rental assistance, operating or supportive services and capital funds and up to 3 years for leasing. The NYC CoC reserves the right to change the maximum allowable term for final applications submitted to HUD based on NOFA requirements and/or strategic priorities such as those aimed at maximizing federal funding.

Eligible contractors will be nonprofit service providers, states, and local governments. Applications will only be considered from project applicants in good standing with HUD which includes but is not limited to the following conditions: who have no open monitoring or audit findings or a history of slow expenditure or failing to expend funds within statutorily established timeframes or history of serving ineligible populations.

Awards are anticipated to occur by December 2017. HUD strongly encourages all rental assistance to begin within 12 months of the award.

All questions regarding this RFP should be submitted in writing to Charlie Winkler at winklerc@hra.nyc.gov.

For more information, visit the [RFP section](#) of the Network's website.

Below is a forwarded reminder email from the NYC COC regarding this RFP:

From: NYC CCoC Team **On Behalf Of** NYC CCoC Team
To: Edline Jacquet
Subject: Reminder: Request for Proposals for New Housing Projects (PSH & RRH) - timeline & Bidder's Conference details



Reminder
Request for Proposals for New Housing Projects
(PSH & RRH)
Revised Timeline and Bidder's Conference Dates
Due by close of business (COB) on July 10th

- DSS will host bidder's conferences at 4 WTC, 150 Greenwich St., on the following dates and times
 - 6/21 at 3-4pm, RM 40-A
 - 6/28 at 10-11am, RM 32-A
 - 7/6 at Noon-1pm, RM 31-A
 - Agencies interested in attending should RSVP no later than COB July 5th by clicking [here](#).
 - 7/10 - All applications for PSH and RRH projects are due by COB
-

INSTRUCTIONS:

The NYCCoC is seeking applications for new permanent supportive housing and rapid re-housing projects to be included in NYC CCoC's 2017 NOFA application for HUD Continuum of Care funds. Projects may be funded through both permanent housing bonus and/or any available reallocation funds. The amount of funds available have not yet been determined.

The following types of new project applications will be considered at this time:

A) New permanent supportive housing (PSH) projects serving 100% percent chronically homeless individuals and families including youth/young adults experiencing chronic homelessness.

B) New rapid rehousing (RRH) projects that will serve homeless individuals and families, including youth, coming directly from the streets or emergency shelters, or meeting the criteria of paragraph (4) of the HUD definition of homeless. (See Appendix for Definition of Category 4 - fleeing domestic violence, dating violence, sexual assault, stalking or other dangerous situations).

All applications for PSH and RRH projects are due by close of business on July 10th 2017 (7/10/17) and should be sent to NYCCoC@hra.nyc.gov. Agencies interested in seeking funding for PSH and/or RRH projects should click [here](#). Only emailed proposal packets will be accepted. The NYC CoC reserves the right to announce an extended deadline as needed.

Applicants should submit questions to Charlie Winkler at winklerc@hra.nyc.gov. DSS will host bidder's conferences at 4 WTC, 150 Greenwich St., on the following dates and times: 6/21 at 3-4pm, 6/28 at 10-11am and 7/6 at 12-1pm. Agencies interested in attending the conferences should RSVP no later than COB July 5th by clicking [here](#).

From: Edline Jacquet
Sent: Tuesday, August 01, 2017 3:29 PM
To: Edline Jacquet
Subject: IMPORTANT: REVISED 2017 NYC Continuum of Care RFP



Dear Network Members:

The New York City Continuum of Care (CoC) has revised its Request for Proposals (RFP) that was released in May 2017 for both Permanent Supportive Housing and Rapid Rehousing projects.

Applications are due by COB, Wednesday Aug 9th. All applications must be emailed to NYCCoC@hra.nyc.gov. Agencies seeking funding should click [here](#) for the application. Only emailed proposals will be accepted.

The RFP is for the following types of project and populations:

- New Permanent Supportive Housing (PSH) projects serving 100% chronically homeless individuals and families including youth/young adults experiencing chronic homelessness.
- New Rapid Rehousing (RRH) projects that serve individuals and families including unaccompanied youth, who meet the homeless criteria described in the RFP.
- **A new project type: Joint Transitional Housing (TH) and Rapid Rehousing (RRH) which will combine TH and RRH into a single project to serve individuals and families experiencing homelessness as described below. Agencies interested in seeking funding for joint TH-RRH projects should read HUD's guidance document on this new project type: [SNAPS in Focus: The New Joint Transitional Housing & Rapid Re-Housing Component](#)**
 - **Note:** existing TH projects may reallocate their current funds to enable the creation of a new joint TH-RRH Project. HUD has stated that RRH participants maintain their chronic homeless status. This enables the projects to use RRH as a bridge to PSH for disabled chronically homeless participants.

New: Project Expansion: In the 2017 CoC competition, HUD will allow project applicants to apply for a new **expansion project** under either reallocated or bonus funding in order to expand existing eligible renewal

projects to increase the number of units in that project or allow the grantee to serve additional persons. The component type must be the same as the existing component type (i.e. an existing PSH may apply for a PSH expansion). Projects may **not** apply for a project to replace other funding sources. Applicants seeking funding for an expansion project should complete the relevant section of the RFP.

For more information, please see the Network's [RFPs and NOFAs section](#).

Edline Jacquet
Senior Policy Analyst
Supportive Housing Network of New York
247 West 37th Street, 18th Floor
New York, NY 10018
Direct: (646) 619-9646
FAX: (646) 237-8505
ejacquet@shnny.org
www.shnny.org



Attachment 6 of 7: Outreach Email announcements: Sent to Coalition Representatives
6/29/17 & 7/28/17

Coalition Organization: Housing Services United is the Supportive Housing Resource Provider
Number of Recipients: CEO & Program Directors NYC Coalition member listserv of 75

From: Eric Lee
Sent: Thursday, June 29, 2017 2:05 PM
To: Catherine Trapani <CTrapani@hsunited.org>
Subject: FW: HSU Priority Member Notices & Reminders

Dear HSU Leadership, Please see below for priority notices and announcements.

[View this email in your browser](#)

HSU Member Priority Alerts



New York City Coalition on the Continuum of Care Reminder

**Request for Proposals for New Housing Projects (PSH & RRH)
Revised Timeline and Bidder's Conference Dates**

Due by close of business (COB) on July 10th

- **DSS will host bidder's conferences at 4 WTC, 150 Greenwich St., on the following dates and times**
 - 6/21 at 3-4pm, RM 40-A
 - 6/28 at 10-11am, RM 32-A
 - 7/6 at Noon-1pm, RM 31-A
 - Agencies interested in attending should RSVP no later than COB July 5th by clicking [here](#).
- 7/10 – All applications for PSH and RRH projects are due by COB

INSTRUCTIONS:

The NYCCoC is seeking applications for new permanent supportive housing and rapid re-housing projects to be included in NYC CCoC's 2017 NOFA application for HUD Continuum of Care funds. Projects may be funded through both permanent housing bonus and/or any available reallocation funds. The amount of funds available have not yet been determined.

The following types of new project applications will be considered at this time:

A) New permanent supportive housing (PSH) projects serving 100% percent chronically homeless individuals and families including youth/young adults experiencing chronic homelessness.

B) New rapid rehousing (RRH) projects that will serve homeless individuals and families, including youth, coming directly from the streets or emergency shelters,

or meeting the criteria of paragraph (4) of the HUD definition of homeless. (See Appendix for Definition of Category 4 - fleeing domestic violence, dating violence, sexual assault, stalking or other dangerous situations).

All applications for PSH and RRH projects are due by close of business on July 10th 2017 (7/10/17) and should be sent to NYCCCoC@hra.nyc.gov. Agencies interested in seeking funding for PSH and/or RRH projects should click [here](#). Only emailed proposal packets will be accepted. The NYC CoC reserves the right to announce an extended deadline as needed.

Applicants should submit questions to Charlie Winkler at winklerc@hra.nyc.gov. DSS will host bidder's conferences at 4 WTC, 150 Greenwich St., on the following dates and times: 6/21 at 3-4pm, 6/28 at 10-11am and 7/6 at 12-1pm. Agencies interested in attending the conferences should RSVP no later than COB July 5th by clicking [here](#).

From: Catherine Trapani
Sent: Friday, July 28, 2017 5:27 PM
To: Homeless Services United <info@hsunited.org>
Subject: Important update on HUD NOFA/CCoC funding

[Next](#) [Last](#)

Dear HSU members,

Please see attached for important notices from the New York City Continuum of Care regarding guidance for new permanent supportive housing, rapid rehousing, joint transitional and rapid rehousing program proposals as well as important information regarding renewal processes for existing grantees.

Please note that these messages are time sensitive.

- 1) The application for new proposals has been updated. As a result, the application deadline has been extended to COB August 9th.
- 2) Agencies submitting applications for renewed funding are encouraged to attend a training session to ensure applications are accurate, complete and of the highest quality. Sessions are being offered on the following dates
 - Monday, August 7th, 10am-1pm, at 4 WTC, Conference Room 31-A
 - Monday, August 7th, 2pm-5pm, at 4 WTC, Conference Room 31-A
 - Tuesday, August 8th, Noon-3pm, at 4 WTC, Conference Room 31-A

See attached for additional information on both new applications and renewals.

Thank you,

Attachment 7 of 7: NYCHOMELESS.COM 2017 NOFA



- About Us
- Committees
- Evaluation Process
- Affordable Care Act
- HEARTH
- HMIS
- NOFA
- APR
- Training
- Resources
- Calendar of Events
- Contacts

2017 NOFA

The 2017 Notice of Funding Availability (NOFA) for the CoC Program competition opened July 14, 2017. Please visit the HUD Exchange Website to view the posted 2017 NOFA and for any more information.

Please return to this page frequently for updates.

****NYC CCoC FY 2017 HUD NOFA Application - September 28, 2017****

NYC CCoC FY 2017 Program Competition Documents

1. Collaborative Application (PDF) - Posted September 25, 2017
2. Priority Listing (PDF) - Posted September 25, 2017
3. FY2017 NY-500 CoC Ranking/Project Listing (PDF) - Posted September 26, 2017

Note Worthy Items

1. NYC CCoC Reallocation Process (PDF) - Posted September 19, 2017
2. NYC CCoC Scoring, Ranking and Review Process (PDF) - Posted September 19, 2017
3. NOFA Project Application Training Presentation (PDF) - Posted August 15, 2017
4. Rapid Re-Housing ESG vs CoC (PDF) - Posted August 3, 2017
5. Sample Voluntary Reallocation Letter of Intent (PDF) - Posted August 1, 2017
6. New Housing FSH & RRH and New Joint TH-RRH Projects Application (PDF) - Due Date, Close of business August 9, 2017
7. Bidder's Conference FAQ/Q&A Guide (PDF) - Updated July 19, 2017

If you have questions regarding the application or letter of intent, please contact Charlie Winkler at winkler@nra.nyc.gov.

HUD Related Documents

- FY2017 CoC NOFA (PDF)
- FY2017 Renewal Project Application Detailed Instructions (PDF)
- FY2017 Renewal Project Application e-Snaps Instructions (PDF)
- NOFA FAQs
- HUD a Question thru AAQ

CoC Program Competition

MOTIONS ADOPTED BY STEERING COMMITTEE

PROCESS OF REALLOCATING

The CoC has implemented a comprehensive process that uses housing inventory, PIT count, and project and system performance data to determine how best to use available CoC program resources to end homelessness within NYC. The CoC seeks to reallocate projects as needed to improve system performance and actively encourages organizations that currently receive or have previously received CoC Program funds and organizations that have never received CoC Program funds to apply for new projects funded through both reallocation and bonus dollars. This process is described below:

CoC offers provider education & technical assistance regarding reallocation

- CoC shares and discusses at membership and Steering Committee meetings research showing that transitional housing is generally more expensive than other housing models serving similar populations yet produces similar outcomes.
- CoC discusses reallocation options at membership and Steering Committee meetings and encourages projects to consider reallocation.
- CoC web-site includes resources to help organizations assess and implement reallocation options.
- The New York City Department of Homeless Services (DHS), CoC Chairs and contracted consultants offer guidance to organizations interested in pursuing reallocation.
- Performance and Quality Improvement (PQI) committee meets with executive staff of agencies operating low performing programs, discusses voluntary reallocation options and the possibility of the CoC mandating reallocation, as appropriate.

Providers are assisted to voluntarily reallocate

- Providers enrolled in PQI and those that are not are assisted to review projects against HUD and CoC performance criteria and funding priorities to determine the extent to which each project is necessary, aligned to funding priorities and achieving desired outcomes.

Evaluation Committee establishes performance criteria and identifies under-performing projects

- Evaluation Committee discusses and recommends draft renewal evaluation process and criteria.
- Steering Committee seeks final feedback from members and adopts evaluation process and criteria.
- CoC sends final evaluation tool to email list & posts to CoC website.
- CoC holds public information sessions regarding evaluation criteria.
- CoC announces preliminary renewal evaluation results & appeals process to email list.
- Appeals Committee hears and decides appeals.
- CoC announces final evaluation results and posts results to CoC website.

Performance and Quality Improvement process recommends reallocation

- Projects scoring in the bottom 10% on the CoC's annual evaluation are assessed for participation in the CoC's performance and quality improvement (PQI) process.
- PQI requires engagement from agency executives, submission of corrective action plans, more frequent analysis of project performance, offers technical assistance, and may make recommendations to the Steering Committee regarding reallocation.
- The Steering Committee also considers historical performance evaluation and spending data and considers additional projects for reallocation, as necessary, based on performance and under spending.
- Proposals for reallocation are discussed at Steering Committee meetings, and reallocation decisions are adopted by the Steering Committee.
- Projects slated for full or partial reallocation may submit an appeal. Appeals Committee hears and decides appeals.

Steering Committee seeks & Review Committee Scores & selects new project applications

- Steering Committee analyzes the most critical gaps in the housing inventory, & determines the type of new project applications that will be sought.
- CoC posts to its website and widely distributes via email an RFP for new projects funded through both bonus and reallocation.
- The CoC welcomes and solicits new project applications from organizations that currently receive or have received CoC Program funds and from organizations that have never received CoC Program funds as follows:
 - CoC posted new project application publicly on CoC website starting on May 26th 2017.
 - CoC sends information about the RFP opportunity out to its email list, which includes more than 550 individuals.
 - CoC partners widely distribute information about the RFP opportunity to their email lists, which include dozens of organizations that do not currently receive and have never received CoC program funds.
- CoC provides a question and answer session for agencies interested in applying for funds.
- DHS, CoC Chairs and contracted consultants provide technical assistance as needed to ensure that the process is accessible to any applicant, including those that have not previously received funding.
- The Steering Committee appoints a review committee of subject matter experts to review, rate, rank & competitively select new project applications for inclusion in the CoC Priority Listing.
- The Committee uses objective criteria to score applications and selects the highest scored applications for ranking and inclusion in the Priority Listing.
- DHS, CoC Chairs and contracted consultants provide additional technical assistance as needed to ensure that selected applicants, including those that have not previously received funding, receive the assistance they need to successfully submit new project applications in e-Snaps.
- Steering Committee discusses and adopts final ranking.

Quick Help

- HUD gov
- Funding Opportunities
- CCoC Program Interim Rules (PDF)
- 2017 HMIS Data (PDF)
- CSV Upload Report (PDF)
- CoC Written Standards (PDF)

Starting Jan 1, 2014, participating NYC HMIS projects are required to upload no less than 9 monthly uploads per year into the NYC HMIS.

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See "Note Worthy Items"

#1 Evidence of Public Posting on 9/19/17 for Reallocation Process (enlarged below)

HEARTH
HMIS 

Note Worthy Items

1. NYC CCoC Reallocation Process (PDF) - Posted September 19, 2017
2. NYC CCoC Scoring, Ranking and Review Process (PDF) - Posted September 19, 2017

**BYLAWS OF THE
NEW YORK CITY COALITION ON THE CONTINUUM OF CARE**

ARTICLE I ORGANIZATION

The name of the organization shall be the New York City Coalition on the Continuum of Care (NYC CCoC).

ARTICLE II MISSION

The mission of the NYC CCoC is to provide a leadership role in the prevention and eradication of homelessness in New York City. It is a broad-based coalition of homeless housing and shelter providers, consumers, advocates, and government representatives, working together to shape citywide planning and decision-making. Specifically, the NYC CCoC is to:

- A. Identify the gaps and needs of homeless households in New York City and participate in the process of prioritizing local and state funding to meet these needs;
- B. Coordinate citywide applications for homeless housing and service funding, including but not limited to New York City's annual application for HUD McKinney-Vento funding;
- C. Track trends and adjust priorities to meet the changing needs of homeless households; and
- D. Advocate together for increased federal funding to meet the needs of homeless and at-risk New Yorkers.

ARTICLE III MEMBERSHIP

Membership in the NYC CCoC shall be open to all persons interested in the purposes of the NYC CCoC. Voting members are limited to the members of the NYC CCoC Steering Committee (the Steering Committee).

ARTICLE IV MEETINGS

- A. The Annual Meeting of the members shall be in September or within 60 days following the submission of the Continuum of Care Homeless Assistance Grant Application. The purpose of this meeting is to elect the Steering Committee for the following NYC CCoC Year.
- B. See articles IX, X, XI, and XII for election procedures for the different categories of membership. If all voting seats are not filled during the regular election, the Governance Committee and Steering Committee Co-Chairs may hold a special election to fill the vacant seats within six months of the regular election. If the vacant seats cannot be filled within six months of the regular election, the vacant seat may be filled for the remainder of its term during the following regular election.
- C. The NYC CCoC Year begins at the first Steering Committee meeting following the Steering Committee election.
- D. There will be a minimum of six (6) Steering Committee meetings each NYC CCoC year.
 1. The agenda for Steering Committee meetings shall be distributed no later than five (5) business days prior to the scheduled meeting.

2. Minutes of all meetings shall be distributed no later than two (2) weeks following the recorded meeting.
- E. Special meetings of the NYC CCoC may be called by the Co-Chairs when it is deemed in the best interest of the NYC CCoC or upon the request of one-third or more of the Steering Committee members. Notices of such meetings shall be sent out to all participating members via the NYC CCoC e-mail contact list.
 - F. Voting Procedure:
 1. At any meeting of the Steering Committee, each voting member present, in person or by their designated alternate or proxy, shall be entitled to one vote.
 2. Upon demand of any voting member, any vote shall be by ballot.
 3. Quorum: more than 50% of the voting members must be present for a motion to be brought to vote. If there is no quorum present, the motion is tabled until such time as a quorum is present.
 4. In order to be eligible to vote, a Steering Committee Representative must have attended two out of the last three Steering Committee meetings.
 5. In order for a Steering Committee Representative to be counted towards the quorum, he/she must be eligible to vote as defined above.
 6. A motion passes if greater than 50% of votes cast are in favor of the motion.
 7. The NYC CCoC co-chairs may call for votes to be conducted via email, when time-sensitive issues arise requiring a response before the next scheduled Steering Committee Meeting. More than 50% of the Steering Committee must vote in favor in order for a motion to pass by email vote.
 - G. Designated Alternates: Each Steering Committee Representative must have a designated alternate on file with the NYC CCoC Co-Chairs. Both are considered Steering Committee representatives for their specific seat.
 - H. Proxy Voting: In the event that neither the primary Steering Committee Representative nor their Alternate can attend a Steering Committee meeting, they can assign a proxy for the meeting. All proxies shall be in writing and dated by the proxy giver, designating the person by whom the proxy is to be cast. Proxies shall be valid only for the Steering Committee meeting immediately following the date of the proxy.
 - I. Rules of Order: Unless otherwise specified by these Bylaws, the NYC CCoC will be governed by Roberts Rules of Order.
 - J. Attendance Requirement: 100% attendance is expected. However, in order to be eligible for election or reelection to the Steering Committee, a Representative must be in Good Standing. McKinney-Vento recipients interested in participating on committees must also be in Good Standing.
 - K. Good Standing: To be in Good Standing the voting Representative, or their alternate, must have attended at least 75% of the previous year's Steering Committee meetings.
 - L. Grievances: As per Article VIII, grievances will be discussed by a standing Grievance Committee. The Committee will make recommendations to the Co-Chairs, who will render final and binding decisions. Committee Members and Co-Chairs must recuse themselves from the process if a grievance involves either an agency or issue that they are directly involved in.

ARTICLE V STEERING COMMITTEE STRUCTURE

The business of the NYC CCoC shall be managed by the three (3) Co-Chairs and a 27-member Steering Committee. The twenty-seven members are as follows:

- A. Eight Government Representatives
- B. Eight Consumer Representatives

- C. Eight Coalition Representatives
- D. Three At-Large Representatives
- E. The collaborative applicant will have a permanent seat as a voting member. If the collaborative applicant is a government agency or a coalition, as defined by the NYC CCoC Steering Committee bylaws, one of the government agency or coalition seats will be reserved for the collaborative applicant. If the collaborative applicant is not a government agency or a coalition as defined by these bylaws, one of the at-large seats will be reserved for the collaborative applicant.

ARTICLE VI STEERING COMMITTEE RESPONSIBILITIES

- A. The Steering Committee as a whole is responsible for meeting the NYC CCoC objectives in Article II: Purpose section of these Bylaws.
- B. Each Steering Committee Representative or their Designated Alternate is expected to:
 - 1. Attend at least 75% of the Steering Committee meetings.
 - 2. Serve on at least one committee (see Article VIII).
 - 3. If applicable, communicate important NYC CCoC activities and decisions to their agencies and/or membership.
 - 4. Participate in efforts that achieve the objectives in Article II: Purpose section of these Bylaws.
- C. As indicated in Articles IX, X, XI, and XII, all members will be elected for 2 year terms. The terms will be staggered, allowing for half of the Steering Committee voting members to be re-elected each year. All Steering Committee members will be assessed annually for their compliance with the responsibilities enumerated in Article VI, Section B. Any member found to be out of compliance with the responsibilities enumerated in Article VI, Section B, may be removed from the Steering Committee. An election to fill a vacant seat, for the remainder of its term, may occur during the annual election, or as needed.
- D. Conflict of Interest - No NYC CCoC Steering Committee member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to the organization that the member represents. If a matter arises which places a member in a conflict of interest situation or a potential conflict of interest situation, that member will notify the NYC CCoC Steering Committee Chair and abstain from voting. The Member may still participate in the discussion if they fully disclose the nature of their conflict of interest and the majority of the Members present vote to allow their participation. Any Member with a conflict of interest may still answer questions posed by another Member or Participant during the discussion.

Steering Committee members and their alternates must sign a Statement of Disclosure, at time of election/re-election, affirming that they have reviewed the conflict of interest policy and disclosing any interest in any program or agency under the purview of the Continuum of Care.

ARTICLE VII CO-CHAIRS OF THE STEERING COMMITTEE

- A. Three Co-Chairs will be elected to preside over the Steering Committee, on which one of the three must be a government representative and no organization may have more than one Co-Chair position.
- B. One Co-Chair seat will be reserved for the collaborative applicant.

- C. To be eligible for Co-Chair, a candidate must have attended at least 75% of the past year's Steering Committee meetings.
- D. Steering Committee Representatives, consumers and McKinney-Vento recipients are all eligible for Co-Chair if they meet the aforementioned attendance requirement.
- E. Steering Committee Representatives will elect the three Co-Chairs.
- F. The Co-Chairs will be elected at the first meeting of the NYC CCoC year by the newly elected Steering Committee.
- G. Once elected Co-Chairs, these individuals may not be voting Representatives.
- H. The two remaining seats, not reserved for the collaborative applicant, will serve 2-year, staggered terms. There is no limit on the number of terms a Co-Chair can serve.
- I. Responsibilities:
 - 1. Set agenda of Steering Committee meetings.
 - 2. Call for and preside over Regular and Special Meetings.
 - 3. Ensure that the Steering Committee is working collectively and individually to meet the purposes of the NYC CCoC.
 - 4. Ensure that each Representative meets the eligibility requirements for election and re-election to the Steering Committee.
 - 5. Form and maintain diverse and balanced committees.
 - 6. Call the Grievance Committee into session when official grievances are filed and render final and binding decisions on such grievances.
- J. If a Co-Chair leaves in the middle of his or her term, the remaining Co-Chairs, in concert with the Governance Committee, have the discretion to call a special election to fill the vacancy for the remainder of that term.

ARTICLE VIII COMMITTEES

- A. The Consumer Committee is a permanent standing committee of the NYC CCoC Steering Committee (see attached bylaws).
 - 1. The Consumer Committee will have two co-chairs, selected by a vote of the Consumer Committee. One co-chair must be a voting member.
 - 2. The Consumer Committee shall, each year, determine with the Steering Committee co-chairs, a defined project of issue and strategic importance to the Steering Committee.
 - 3. The purpose of the Consumer Committee will be to communicate the decisions and policy priorities of the NYC CCoC to consumers of homeless services in New York City, and to serve as a conduit to the Steering Committee for the concerns of consumers of NYC CCoC services, and any noticeable service gaps noted by consumers of homeless services in New York City. These responsibilities might be fulfilled in the context of calls for comments to the Steering Committee, or in response to specific action items such as the annual evaluation tool, the PQI cycle, or other similar initiatives.
- B. In addition to the Consumer Committee, the Steering Committee will have six (6) standing committees. The following governing principles will apply to these standing committees:
 - 1. All committees will have two co-chairs. At least one of the co-chairs must be a voting member of the NYC CCoC.
 - 2. All committee must include one consumer, one coalition member, one at-large member, one government member, and one provider. These members are not required to be voting members of the Steering Committee.

3. The co-chairs, and the above individuals will constitute the Committee Leadership, which will be the decision making body of the committee. In collaboration with the Steering Committee Co-Chairs, additional members may be appointed to the Committee Leadership based on the need for increased representation or required expertise related to the work of the Committee.
 4. In instances where clear consensus cannot be reached, standing committees may consider the approval of greater than 50% of Committee Leadership to constitute approval of a proposal or recommendation for the consideration of the Steering Committee. Such votes may be conducted in person, by email, on the phone, or by other effective means. Members of Committee Leadership may appoint a proxy in the event that the member cannot attend a meeting. It is the responsibility of the individual giving the proxy to communicate imminent decisions and provide instructions on how votes should be cast.
 5. All committees must identify a secretary. The secretary is charged with posting information on the topics discussed at standing committee meetings to the NYC CCoC website, no later than ten business days after the scheduled meeting.
 6. All committees must post the contact information of the Committee Leadership on the NYC CCoC website.
- C. The committees are as follows:
1. Governance Committee: The purpose of the Governance Committee is to:
 - a. Solicit nominees for At-Large, Coalition, Government and Co-Chair Positions.
 - b. Determine eligibility of new and existing At-Large, Coalition, and Government and Co-Chair nominees.
 - c. Coordinate election processes with the Co-Chairs and, if applicable, NYC CCoC consultants.
 - d. On a quarterly basis, solicit new candidates and fill vacancies for any open at-large, government and coalition positions.
 - e. Conduct analysis and provide recommendations on issues related to the general governance of the NYC CCoC.
 2. Policy and Advocacy Committee: The purpose of the Policy and Advocacy Committee is to:
 - a. Identify viable strategies to raise funds to augment McKinney-Vento funding.
 - b. Identify and actively engage in strategies to advocate for policies and legislation that impact NYC CCoC providers, including but not limited to activities to increase McKinney-Vento funding.
 - c. Communicate to the Co-Chairs any pertinent updates at least ten (10) days prior to the next Steering Committee Meeting.
 - d. On an at least quarterly basis, report to the Steering Committee.
 3. Grievance Committee: The purpose of the Grievance Committee is to:
 - a. Arbitrate issues of concern amongst the NYC CCoC.
 - b. Ensure that there is a fair and accessible process for filing a grievance with the NYC CCoC.
 - c. Meet as needed; i.e., when a written grievance has been filed with the Steering Committee.
 - d. Make a recommendation about the grievance to the Co-Chairs (as per Article VII, the Co-Chairs will render a decision to the Steering Committee in response to the grievance. The decision of the Co-Chairs is considered binding and final).

4. Evaluation Committee: The purpose of the Evaluation Committee is to review the Evaluation process and to address the areas where the NYC CCoC can meet and exceed HUD standards. The Committee will:
 - a. Maintain and, with approval, update the evaluation tool.
 - b. Ensure trainings and site visits as needed.
 5. Data Management Committee: The purpose of the Data Management Committee is to provide compliance oversight to the Homeless Management Information System (HMIS) standards as set by HUD and the NYC CCoC. The Committee will:
 - a. Identify data collected through this process and report to the NYC CCoC with recommendations
 - b. Look for new ways to make the HMIS process more user-friendly, while increasing participation
 - c. Meet as needed to strategize on new ways to streamline the data collection process
 6. Performance and Quality Improvement Committee: The Performance and Quality Improvement (PQI) Committee is responsible for overseeing the annual performance and quality improvement process.
 - a. This may include working with projects identified via the annual NYC CCoC Evaluation process to provide technical assistance toward better outcome measurement and performance improvement. These projects may include:
 - i. Projects falling below a minimum overall annual evaluation score or failing to meet one or more specific performance minimums established by the Evaluation Committee.
 - ii. Projects failing to achieve one or more PQI plan goals, as identified during annual evaluation.
 - iii. Projects with performance/quality issues identified at other times during the year by Steering Committee Data Management Committee, Consumer Committee, Collaborative applicant staff, or NYC CCoC Co-Chairs.
 - f. The PQI Committee will be comprised of a select range Steering Committee Members in good standing, including consumers, government funders, at-large members, and coalition representatives, representing the interests of the Steering Committee and NYC CCoC.
 - g. The PQI Committee will have two co-chairs. Neither co-chair can be a NYC CCoC funded project sponsor.
 - h. The PQI committee will meet at least quarterly.
 - i. Any committee member either employed by or directly associated with a project identified for PQI assistance will recuse themselves from specific committee work with the project in question.
- D. A vote of the Steering Committee is required in order to add a standing or ad-hoc committee (see Article IV for voting procedures).
- E. When a committee is established, either ad-hoc or standing, the Steering Committee must elect at the time of creation a Chair and Vice-Chair for that Committee.

- F. All voting members of the NYC CCoC Steering Committee are required to participate in at least one committee each year. Failure to do so may disqualify the member and his or her coalition from voting membership in the next Steering Committee year.

ARTICLE IX COALITION REPRESENTATIVES

- A. A coalition is a group of at least five organizations that has come together with a priority to advocate for services and/or needs of homeless individuals and families. It must meet the following criteria:
1. A mechanism for new members to join;
 2. Independent organization with its own system of governance, i.e., elected officers, board of directors/steering committee, bylaws;
 3. Conduct meetings at least four times a year;
 4. Has a purpose beyond being a voting member of the NYC CCoC;
 5. Must directly or indirectly represent a homeless subpopulation, program type or specific unmet need;
 6. The Coalition's mission statement and minutes of its last three meetings must reflect that the group is actively engaged in planning and advocacy on behalf of the identified group/need to be represented; and
 7. Subcommittees of a coalition cannot be a separate coalition.
- B. There are eight coalition representatives to the Steering Committee of the NYC CCoC. The purpose of coalition membership is to bring the perspective of those who deliver housing and/or services to homeless New Yorkers and to communicate NYC CCoC issues to their constituent providers and consumers.
- C. The following six (6) categories of representation are permanent categories under which a coalition, meeting the above definition, can be represented at the NYC CCoC.
1. Shelter/Transitional Housing
 2. Permanent Supportive Housing
 3. Mental Health
 4. HIV/AIDS
 5. Domestic Violence
 6. Youth
- D. The two (2) remaining categories of representation are rotating slots. Examples of these categories include, but are not limited to Substance Abuse, Families, Veterans, Ex Offender, Undocumented, Drop-In/Outreach, Employment, etc.
- E. The term of election is for two years. Terms will be staggered. There is no limit on the number of terms a coalition can serve.
- F. Process of Elections: The Governance Committee will solicit applications for coalition members, no later than one month prior to the annual meeting. After reviewing the applications and ensuring that nominees meet eligibility criteria, the existing Steering Committee will vote for eight coalition representatives.
- G. Coalitions must designate one named voting member and one alternate voting member upon election to the Steering Committee. No more than one of the designees shall be employed by a currently funded NYC CCoC provider or a provider with an open application for NYC CCoC funding.

ARTICLE X GOVERNMENT REPRESENTATIVES

- A. A government representative must be employed by an agency that meets the following criteria:
 - 1. Provides funding for services and/or housing to meet the needs of homeless individuals and families in New York City.
 - 2. Is a New York City, New York State or, with the exception of the US Department of Housing and Urban Development, a Federal agency.
 - 3. Any agency can hold only one seat on the Steering Committee.
- B. There are eight (8) government representatives on the NYC CCoC Steering Committee. The purpose of the government representatives is to bring the perspective of government agencies who deliver housing and services to the table of the NYC CCoC, to improve interagency coordination and to provide information about the NYC CCoC to other government agencies not represented at the NYC CCoC.
- C. One (1) permanent seat is dedicated to the lead organization designated by the NYC CCoC to manage the McKinney-Vento application process. The Governance Committee will solicit applications for government members, no later than one month prior to the annual meeting. After reviewing the applications and ensuring that nominees meet eligibility criteria, the existing Steering Committee will vote for seven government representatives. This vote will occur at the annual meeting.
- D. The term of election is for two years. The terms will be staggered. There is no limit on the number of terms a Government Representative can serve.
- E. All eight government representatives will designate one named voting member and one alternate voting member at the beginning of each NYC CCoC year.

ARTICLE XI AT-LARGE REPRESENTATIVES

- A. The at-large representatives must demonstrate their interest in ending homelessness in NYC and have expertise that will be of value to the NYC CCoC. They are ineligible if s/he is:
 - 1. An employee or board member of an organization that receives any McKinney-Vento Homeless Assistance grant.
 - 2. An employee or board member of an organization with an open application for any McKinney Vento Homeless Assistance grant.
 - 3. An employee or board member of a Coalition that is a voting member of the NYC CCoC Steering Committee.
 - 4. An employee of a Government Agency that is a voting member of the NYC CCoC Steering Committee.
- B. The term of election is for two years. The terms will be staggered. There is no limit on the number of terms an At-Large representative can serve.
- C. Process of Elections: The Governance Committee will solicit applications for at-large members, no later than one month prior to the annual meeting. After reviewing the applications and ensuring that nominees meet eligibility criteria, the existing Steering Committee will vote for three at-large representatives.
- D. At-large representatives will designate one named voting member upon election to the Steering Committee. Where the elected at-large member is a representative of an organization with interest in the activities of the Continuum, they may name one alternate member, also from that organization, to represent them at regular and ad hoc Steering Committee meetings. Individuals applying for at-large membership as individuals cannot name an alternate member.

- E. Government agencies, Coalition, and Consumers as defined by these bylaws, who are elected to at-large seats, will be accountable to all requirements of coalition, government, and consumer voting membership, as indicated elsewhere in these bylaws.

ARTICLE XII CONSUMER REPRESENTATIVES

- A. A. Consumer voting members will indicate that they have current or former personal lived experience with homelessness, and must demonstrate their interest in ending homelessness in NYC.
- B. Organizations, advocacy groups, or advisory boards, whose primary function is to collect the input of homeless individuals in New York City and advocate on their behalf, may apply as Consumer representatives to the NYC CCoC Steering Committee.
 - 1. These organizations must meet the following criteria:
 - a. The structure or function of the organization must include a meeting of homeless or formerly homeless individuals that occurs at least quarterly.
 - b. The organization must have a purpose beyond being a voting member of the NYC CCoC.
 - c. The organization shall not be a current recipient of any McKinney Vento Homeless Assistance grant.
 - d. The organization shall not have an open application for any McKinney Vento Homeless Assistance grant.
 - e. The organization shall not be a current voting member in another category (i.e. coalition, government, at-large).
 - f. The organization shall not be an applicant for Steering Committee voting membership in more than one category (government, coalition, at-large, or consumer).
 - 2. Consumer advocacy organizations, as defined in Article XII, Section E.1, must designate one named voting member in their application. The organization may also designate an alternate voting member. Both of these designees must be currently or formerly homeless individuals.
- C. Currently or formerly homeless individuals may apply to be Consumer Voting members. Individuals applying for Consumer Voting membership cannot name an alternate member.
- D. The term of election will be for two years. The terms will be staggered. There is no limit to the number of terms a Consumer representative can serve.
- E. Process of elections: The Governance Committee will solicit applications for Consumer members, no later than one month prior to the annual meeting. After reviewing the applications and ensuring that nominees meet eligibility criteria, the existing Steering Committee will vote for eight consumer representatives.

ARTICLE XIII AMENDING THE NYC CCoC BYLAWS

The Steering Committee may appoint an ad hoc committee to review the need for changes to the bylaws, and propose the content of such changes for consideration by the Steering Committee. Potential amendments to the NYC CCoC bylaws must be submitted in writing and distributed to those present at an NYC CCoC Steering Committee meeting. The vote to adopt proposed amendments will take place no sooner than at the NYC CCoC Steering Committee meeting following the meeting where the proposed amendment or amendments were submitted

and distributed. Members will be notified via the NYC CCoC e-mail distribution list at least three days in advance of any vote to amend the bylaws. Potential amendments to the NYC CCoC Bylaws must be approved by more than 50% of all Steering Committee voting members.



Continuum of Care Program Standards

July 2017

Written Standard Review and Revisions

APPROVED BY THE CCoC STEERING COMMITTEE	APPROVAL DATA
VERSION 1	June 19, 2015
VERSION 2	October 2, 2015
VERSION 3	July 2017

Purpose and Overview

The goal of these standards is to synthesize the key elements of the U.S. Department of Housing and Urban Development (HUD) regulations for projects funded under HUD's Continuum of Care (CoC) Program. These standards also incorporate the policy priorities of the CCoC, as adopted by the CCoC Steering Committee and in consultation with recipients of the Emergency Solutions Grant program funds within the geographic area. All CoC Program funded projects must comply in full with the applicable standards described in this manual, as well as all HUD regulations and NOFA requirements established for the CoC Program. HUD regulations may be found at:

<https://www.hudexchange.info/resources/documents/CoCProgramInterimRule.pdf>

CoC Program funded projects may also be subject to additional criteria as set forth in annual competitive application processes administered by the CCoC in conjunction with HUD annual CoC program competitions.

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Prevention

IX. Addendum

II. Definitions

Homeless

(NOTE: CoC Program funded projects should only be serving people who meet the criteria in Category 1 unless otherwise indicated under the eligibility standards for a given project type.)

Category 1: Literally Homeless

An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- (i) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
- (ii) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, State, or local government programs for low-income individuals); or
- (iii) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Category 2: Imminent Risk of Homelessness

An individual or family who will imminently lose their primary nighttime residence, provided that:

- (i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;
- (ii) No subsequent residence has been identified; and
- (iii) The individual or family lacks the resources or support networks, *e.g.*, family, friends, faith-based or other social networks, needed to obtain other permanent housing.

Category 3: Homeless Under Other Federal Statutes

(NOTE: CoC Program funded projects are not authorized by HUD to serve this category):

Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:

- (i) Are defined as homeless under section 387 of the Runaway and Homeless of the Head Start Act (42 U.S.C. 9832), section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2), section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), section 17(b) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)), or section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a);
- (ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance;
- (iii) Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance; and
- (iv) Can be expected to continue in such status for an extended period of time because of chronic disabilities; chronic physical health or mental health conditions; substance addiction; histories of domestic violence or childhood abuse (including neglect); the presence of a child or youth with a disability; or two or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment;

Category 4: Fleeing/Attempting to Flee Domestic Violence

Any individual or family who:

- (i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
- (ii) Has no other residence; and
- (iii) Lacks the resources or support networks, *e.g.*, family, friends, and faith-based or other social networks, to obtain other permanent housing. 24 CFR 578.3.

Chronically Homeless

The NYC CCoC has formally adopted the definition of Chronically Homeless as described in the CPD-16-11 Prioritization Notice. Please refer to the Permanent Housing section on page 8 for further details.

The definition of "chronically homeless" currently in effect for the CoC Program is that which is defined in the CoC Program interim rule at 24 CFR 578.3, which states that a chronically homeless person is:

1. **(a)** A "homeless individual with a disability," as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)), who:

- i. lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
- ii. Has been homeless and living as described in paragraph (a)(i) continuously for at least 12 months or on at least four separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described in paragraph (a)(i). Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering an institutional care facility;

(b) An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (a) of this definition, before entering the facility;

(c) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (a) or (b) of this definition (as described in Section I.D.2.(a) of this Notice), including a family whose composition has fluctuated while the head of household has been homeless.

Developmental Disability

Developmental disability means, as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C.15002): (1) A severe, chronic disability of an individual that—(i) Is attributable to a mental or physical impairment or combination of mental and physical impairments;(ii) Is manifested before the individual attains age 22;(iii) Is likely to continue indefinitely; (iv) Results in substantial functional limitations in three or more of the following areas of major life activity:(A) Self-care;(B) Receptive and expressive language; (C) Learning; (D) Mobility; (E) Self-direction; (F) Capacity for independent living;(G) Economic self-sufficiency; and (v) Reflects the individual's need for a combination and sequence of special, interdisciplinary, or generic services, individualized supports, or other forms of assistance that are of lifelong or extended duration and are individually planned and coordinated. (2) An individual from birth to age 9, inclusive, who has a substantial developmental delay or specific congenital or acquired condition, may be considered to have a developmental disability without meeting three or more of the criteria described in paragraphs

(1)(i) through (v) of the definition of “developmental disability” in this section if the individual, without services and supports, has a high probability of meeting those criteria later in life. 24 CFR 583.5

Disabling Condition

(1) A condition that: (i) Is expected to be long-continuing or of indefinite duration; (ii) Substantially impedes the individual’s ability to live independently; (iii) Could be improved by the provision of more suitable housing conditions; and (iv) Is a physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury; (2) A developmental disability, as defined in this section; or (3) The disease of acquired immunodeficiency syndrome (AIDS) or any conditions arising from the etiologic agent for acquired immunodeficiency syndrome, including infection with the human immunodeficiency virus (HIV). 24 CFR 583.5

Housing First

A model of housing assistance that prioritizes rapid placement and stabilization in permanent housing that does not have service participation requirements or preconditions for entry (such as sobriety or a minimum income threshold).

Prioritization

Per Notice CPD-16-11, Prioritization means implementing an admissions preference for chronically homeless persons for CoC Program-funded PSH beds. In the context of the coordinated entry process, Per Notice CPD-17-11, HUD uses the term “Prioritization” to refer to the coordinated entry-specific process by which all persons in need of assistance who use coordinated entry are ranked in order of priority.

Access Points

Access points are the places—either virtual or physical—where an individual or family in need of assistance accesses the coordinated entry process.

Assessment

In the context of the coordinated entry process, HUD uses the term “Assessment” to refer to the use of one or more standardized *assessment tool(s)* to determine a household’s current housing situation, housing and service needs, risk of harm, risk of future or continued homelessness, and other adverse outcomes.

Fair Market Rent

Fair Market Rent (FMR) means the Fair Market Rents published in the Federal Register annually by HUD. Family

A *family* includes, but is not limited to, the following, regardless of actual or perceived sexual orientation, gender identity, or marital status: (1) A single person, who may be an elderly person, displaced person, disabled person, near-elderly person, or any other single person; or (2) A group of persons residing together, and such group includes, but is not limited to: (i) A family with or without children (a child who is temporarily away from the home because of placement in foster care is considered a member of the family). 24 CFR 5.403

Permanent Housing

Permanent housing means community-based housing without a designated length of stay, and includes both permanent supportive housing and rapid rehousing. To be permanent housing, the program participant must be the tenant on a lease for a term of at least one year, which is renewable for terms that are a minimum of one month long, and is terminable only for cause.

Permanent Supportive Housing

Permanent supportive housing means permanent housing in which supportive services are provided to assist homeless persons with a disability to live independently.

Rapid Re-Housing

The provision of supportive services, as set forth in § 578.53, and/or short-term (up to 3 months) and/or medium-term (for 3 to 24 months) tenant-based rental assistance, as set forth in § 578.51(c), as necessary to help a homeless individual or family, with or without disabilities, move as quickly as possible into permanent housing and achieve stability in that housing.

Transitional Housing

Transitional housing means housing where all program participants have signed a lease or occupancy agreement, the purpose of which is to facilitate the movement of homeless individuals and families into permanent housing within 24 months. The program participant must have a lease or occupancy agreement for a term of at least one month that ends in 24 months and cannot be extended. 24 CFR 578.3.

Victim Service Provider

Victim service provider means a private nonprofit organization whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, or stalking. This term includes rape crisis centers, battered women's shelters, domestic violence transitional housing programs, and other programs.

Violence Against Women Act (VAWA) Rule.

On November 16, 2016, HUD published its VAWA final rule (81 FR 80798), which provides various protections to victims of domestic violence, dating violence, sexual assault, and stalking under the CoC Program and other HUD programs. HUD funded projects are required to comply with the VAWA rule as provided in 24 CFR 578.99(j)(3).

HUD Emergency Solutions Grant

The ESG program provides funding to: (1) engage homeless individuals and families living on the street; (2) improve the number and quality of emergency shelters for homeless individuals and families; (3) help operate these shelters; (4) provide essential services to shelter residents, (5) rapidly re-house homeless individuals and families, and (6) prevent families and individuals from becoming homeless.

SSI/SSDI Outreach, Access and Recovery (SOAR)

SAMHSA's SOAR program assists states and localities to expedite access to the Social Security Administration's (SSA) disability programs -- Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) -- for persons who are experiencing or at risk for homelessness and who have a mental illness, a co-occurring substance use disorder or other serious medical condition.

III. All CoC Program Funded Projects

A. Housing First Practices

Housing First is a proven method of ending all types of homelessness and is the most effective approach to ending chronic homelessness. Housing First approaches quickly connect people experiencing a housing crisis with permanent housing without preconditions (e.g., sobriety, treatment or service participation requirements) and the supports needed to maintain housing. Evidence from communities and programs that follow a Housing First approach shows that Housing First can reduce the length of time people are homeless, increase consumer choice, and increase housing stability.

Housing First is an alternative to approaches where people experiencing homelessness must demonstrate their readiness for permanent housing or otherwise participate in a linear set of time-limited housing and services before obtaining permanent housing. By contrast, Housing First is premised on the understanding that everyone is “housing ready”, that people experiencing a wide variety of barriers can successfully find and maintain housing with the right supports, and that people are better able to address their concerns and goals when stably housed.

In line with Housing First, providers should eliminate eligibility requirements that prevent higher need families and individuals from accessing their programs, especially requirements related to employment, minimum income, rental history, or substance use history. Providers who do not have the skills to serve these families and individuals should be increasing their capacity either internally or through partnerships.

A project that adheres to a Housing First approach focuses on ensuring rapid placement and stabilization in permanent housing. This means helping clients find or directly offering permanent housing without preconditions, such as sobriety or income, avoiding requirements that are not normally included on a lease, and connecting clients to supports most critical to ongoing housing stability. Housing First is not housing only, however, as many people who experience homelessness need and want assistance with increasing their income, accessing medical care, addressing mental health and/or substance abuse issues, and dealing with other personal problems that may directly or indirectly cause them to become homeless again. Overwhelming evidence now shows that people are best able to address their personal needs when they are not on the street or in a shelter, but are instead in their own housing with the right amount of temporary or permanent financial and service supports necessary to stay housed. This also means that projects should strive to offer assistance in a progressive manner – offer more only when more is needed and desired to obtain permanent housing quickly and maintain it, and also less when such help is not needed.

Housing First practices are required to be used in all CoC Program funded **PSH, RRH, and TH** projects unless otherwise prohibited by other project funding sources or otherwise indicated in these standards.

B. Coordinated Assessment and Placement System (CAPS) and Evaluating Eligibility

- All projects HUD Continuum of Care and Emergency Grant Solutions funds are expected to participate in CAPS, as designated by the CCoC and system partners
- General eligibility requirements are included in sections below; all projects expected to collaborate in CAPS eligibility screening processes

- All CoC funded projects are only allowed to serve people who are literally homeless (including persons in Category 4 (DV) who are literally homeless) unless otherwise indicated under the eligibility standards for a given project type.
- All projects expected to understand and adhere to HUD requirements
 - Meet all participant eligibility criteria as defined in the NOFA under which the program was funded.
 - The NYC CCoC has the discretion to specify additional eligibility criteria if voted in by the Steering Committee.

C. Data Collection and HMIS Participation

All providers receiving CoC & ESG Program funding are required to participate in the CCoC's Homeless Management Information System (HMIS). Providers must execute an HMIS Participation Agreement with the Department of Social Services (CCoC designated HMIS lead). Programs must follow NYC CCoC HMIS Policies and Procedure and remain in good standing with HMIS participation requirements.

D. Program Evaluation and Continuous Improvement

CoC program funded projects are evaluated each year in preparation for HUD's CoC Program competition by the CoC's Evaluation Committee. Evaluation results are used to inform project selection and ranking, as well as to identify any performance issues that may need to be addressed. When a performance issue is identified, a provider may be referred to the CCoC's performance and quality improvement (PQI) committee for follow-up assistance and support in creating a plan to improve performance. Severe and persistent performance issues, including issues related to compliance with CCoC standards and chronic underspending, may negatively impact a project's ability to continue to receive CoC Program funding.

E. Consumer Involvement

Each CoC Program funded project is expected to engage consumers in ongoing program evaluation and quality improvement processes. Toward that end, at a minimum each project is required to survey consumers/residents and/or complete documented interviews with current consumers at least annually to obtain feedback on program service quality, the service/housing environment, and opportunities for improvement.

F. Homeless Veterans

All CoC funded projects shall, to the extent possible, prioritize serving veterans and their families who are ineligible for Department of Veterans Affairs (VA) HEALTH CARE services, HUD-VASH, AND/OR SSVF. When it is determined that a veteran household that is ineligible for these housing programs and services has the same or higher level of need as a non-veteran household, the veteran household should receive priority for CoC funded services.

G. Other HUD Requirements

All CoC Program funded projects are expected to be familiar with and adhere to all HUD requirements for the CoC Program as described in the CoC Program Interim Rule, applicable Notices, and CoC Program NOFA(s) under which the project is funded. This includes, but is not limited to:

- Participant eligibility
- Prioritization
- Allowable activities and costs
- Site control
- Subsidy layering
- Environmental review
- Matching requirements.
- Calculating occupancy charges and rent.
- Limitations on transitional housing.
- Term of commitment, repayment of grants, and prevention of undue benefits.
- Displacement, relocation, and acquisition.
- Timeliness standards.
- Limitation on use of funds.
- Limitation on use of grant funds to serve persons defined as homeless under other federal laws.
- Termination of assistance to program participants.
- Fair Housing and Equal Opportunity.
- Conflicts of interest.
- Program income.
- Recordkeeping requirements.
- Grant and project changes
- Other applicable federal requirements as explained in the CoC Program Interim Rule

Serving Families in Homeless Projects

CoC Program funded projects serving families must ensure they comply with HUD's [Equal Access Rule](#) . The Equal Access Rule outlines the federal definition of 'family' for purposes of receiving assistance from certain programs. For the CoC Program, the definition of 'family' is as follows:

Family includes, but is not limited to, regardless of marital status, actual or perceived sexual orientation, or gender identity, any group of persons presenting for assistance together with or without children and irrespective of age, relationship, or whether or not a member of the household has a disability. A child who is temporarily away from the home because of placement in foster care is considered a member of the family.

What this means is that any group of people that present together for assistance and identify themselves as a family, regardless of age or relationship or other factors, are considered to be a family and must be served together as such. CoC Program funded projects cannot discriminate against a group of people presenting as a member of a family based on the composition of the family (e.g., adults and children or just adults), the age of any family, the disability status of any members of the family, marital status, actual or perceived sexual orientation, or gender identity. Involuntarily separating families based on the gender or age of their minor children is a violation of HUD regulations. Projects must serve families regardless of the marital status, sexual orientation of the adults or actual or perceived gender related characteristics.

Equal Access Regardless of Sexual Orientation or Gender Identity

On February 3, 2012, HUD published the *Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity* final rule (Equal Access Rule) (77 FR 20 5662). This final rule requires that HUD's housing programs be made available to individuals and families without regard to actual or perceived sexual orientation, gender identity, or marital status. The rule defines "gender identity" to mean "actual or perceived gender-related characteristics." 24 CFR 5.100; 77 FR at 5665. The final rule also prohibits owners and administrators of HUD-assisted or HUD-insured housing, approved lenders in an FHA mortgage insurance program, and any other recipients or sub-recipients of HUD funds from inquiring about sexual orientation or gender identity to determine eligibility for HUD-assisted or HUD-insured housing. The rule does not, however, prohibit voluntary self-identification of sexual orientation or gender identity, and it provides a limited exception for inquiries about the sex of an individual to determine eligibility for temporary, emergency shelters with shared sleeping areas or bathrooms, or to determine the number of bedrooms to which a household may be entitled.

H. Security & Confidentiality Policies

The address or location of any housing or rental units of any program participant, including youth, individuals living with HIV/AIDS, victims of domestic violence, dating violence, sexual assault, and stalking; and individuals and families who have the highest barriers to housing will not be made public, except as provided under a preexisting privacy policy of the provider and consistent with state and local laws regarding privacy and obligations of confidentiality with written authorization of the person responsible for the operation of the rental unit.

I. Consequence of Not Meeting Standards

Failure to meet the established standards shall trigger a review by the Lead Agency (DSS), CoC Steering Committee and/or Performance and Quality Improvement Committee (PQI). This review will involve providing technical support and guidance to improve performance. Organizations must show the efforts that they have undertaken to meet the standards. If the organization continues to fail to meet the performance standards established herein, despite technical assistance, funding reductions and/or defunding in future applications will occur.

IV. Transitional Housing

Transitional housing provides services and temporary housing assistance necessary to help homeless persons maintain interim stability, and successfully move to and maintain permanent housing as quickly as possible. CoC Program funding may be used for acquisition, rehabilitation, new construction, leasing, rental assistance, operating costs, and supportive services, as approved by the CCoC and HUD.

CoC Program funded transitional housing projects must provide safe, affordable housing that meets participants' needs in accordance with client intake practices, described in CPD-17-01, and in accordance with HUD and CCoC requirements for transitional housing programs.

A. Eligibility and Prioritization

The key to the success of any program is a screening and assessment process that thoroughly explores a family's or individual's situation and pinpoints their unique housing and service needs. Based upon the assessment, families and individuals should be referred to the kinds of housing and services most appropriate to their situations and need.

Within the New York City homeless services system, and specifically for CoC Program funded projects, the CCoC seeks to ensure that transitional housing is targeted to homeless families and individuals who most need and desire such assistance to address their health and safety needs and move to permanent housing. At the same time, the CCoC seeks to minimize time people spend in transitional housing versus their own permanent housing, so as to reduce overall length of time people spend literally homeless and ensure efficient use of limited transitional housing assistance.

Toward these ends, the CCoC requires the following for CoC Program funded transitional housing projects:

Eligibility:

- **Transitional housing projects that do not target youth under 25 or victims of domestic violence:** *The primary objective of transitional housing is to end literal homelessness within the CoC. Eligibility is, generally, restricted to families and individuals who are literally homeless, including those who may also be fleeing or attempting to flee domestic violence and who are literally homeless (homeless definition Category 1 and Category 4, if also literally homeless). Transitional housing projects may admit people who are at imminent risk of homelessness (Category 2) only when the applicant met the literal homelessness (Category 1) definition within the past 2 years. Such admissions should be rare and may not, generally, comprise more than 10% of program admissions.*
- **Transitional housing projects that target youth under age 25 or victims of domestic violence:** Transitional housing projects are encouraged to serve youth and DV victims under Category 1. Such projects may also serve people who are imminently at-risk of homelessness, including those fleeing or attempting to flee domestic violence and that are not also presently literally homeless (homeless definition Categories 2 and 4).
- Unless prohibited by other project funding sources, transitional housing programs are required to use a low barrier Housing First model (i.e., not have service participation requirements or preconditions to entry, such as sobriety or a minimum income threshold, and must prioritize rapid placement and stabilization in permanent housing).
- Projects should be aware that placing a household in transitional housing can affect their eligibility for other programs.
- All projects must document eligibility according to HUD recordkeeping requirements for the CoC Program. You can find the document [here](#).

Prioritization:

- Transitional housing projects should generally seek to target and prioritize assistance for families and individuals with the most severe needs, including those living on the street, and those who have experienced longer homeless episodes – as well as those who are best served by transitional housing. This means projects should target and prioritize homeless people who:
 - Desire and make an informed decision choice to enter transitional housing.
 - Have health and/or safety needs that are best addressed in a transitional housing environment and by the services offered by the project. Examples include transition age youth with no prior independent living experience, people in early recovery from substance abuse, and victims of domestic violence and trauma; and
 - Have no other available permanent housing options with financial and service supports they need and want that is readily available (e.g., rapid re-housing, permanent supportive housing, or transitional financial assistance to obtain permanent housing while accessing other homeless system or community-based supports).
- People who are simply struggling financially and/or who may have other personal issues that can be dealt with in a community-based setting with proper supports or in permanent supportive housing are not a target population for CoC Program funded transitional housing.

B. Types of Assistance

Transitional housing projects may offer various types of assistance allowable under the CoC Program or as otherwise funded through other sources, and as appropriate to the target population served by each project. While transitional housing projects may differ in terms of the population served and assistance offered to meet the unique needs of that population, all projects must at a minimum:

- Provide assistance to facilitate the application process to ensure access for people with the most severe needs or greater vulnerabilities. For example: ensure screening interviews occur in easily accessible locations and at convenient times for prospective participants; provide help obtaining needed documentation, etc.
- Assess the needs of the individual or family experiencing homelessness immediately upon entry to ensure appropriate transitional housing arrangements and participant safety.
- Provide individualized assistance offered in a manner that does not obligate the participant to stay in the project longer than necessary to quickly move to permanent housing when desired and that does not delay establishing a permanent housing plan and offering related placement assistance.
- Assist all participants with establishing a permanent housing plan within two weeks after project entry.
- Provide access to permanent housing placement assistance (whether such assistance is provided directly or through a partnership) without preconditions, such as length of time in program or demonstrated progress on clinical goals.
- Offer supportive services to program participants on a voluntary basis. However, projects may require program participants to meet with a case manager on a regular basis for purposes of evaluating the extent to which a participant has ongoing need for assistance from the project.

Transitional Housing Projects Serving People with Substance Abuse Disorders

Projects serving persons with substance abuse disorders should keep in mind that their primary goals, as with all transitional housing, are to meet the service needs of program participants AND place program participants into permanent housing as quickly as possible and desired. This means that treatment-related services should be offered to clients on a voluntary basis (unless required by another funder), and they should focus on treatment related issues that are serving as immediate barriers to securing and maintaining housing. Unless required by another funder, projects should not terminate a client because of a relapse in substance use. Relapses should instead be used to facilitate conversations with clients to determine their service needs and desires.

V. Rapid Re-Housing

CoC Program rapid re-housing funds are designed to provide the services necessary to help homeless persons quickly regain stability in permanent housing after experiencing homelessness. In line with the HUD's national homelessness policy as outlined in *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*, federal programs aimed at ending homelessness have shifted towards providing stable, permanent housing opportunities for the homeless and at-risk homeless and less towards transitional housing. Rapid Re-Housing programs funded through the CoC will be required to meet HUD defined housing first standards as described [here](#).

A. Eligible Applicants

Only not for profit organizations are eligible to apply. In addition to being a not for profit, applicants must meet all of the HUD applicant eligibility criteria defined under the NOFA under which they are applying. Eligible applicants must also meet with the following criteria:

1. If currently a recipient of HUD NYC CCoC funds, the applicants must be in good standing with HUD and the NYC CCoC. This is defined as not having any significant unresolved monitoring findings.
2. Have experience in providing housing and/or services to people who are currently or formerly homeless.
3. Participate in or commit to participate in the NYC CCoC Homeless Management Information System (HMIS).¹

B. Eligible Program Participants

NYC CCoC rapid re-housing program participants must meet the following minimum standards:

1. Meet HUD's Category 1 definition of homelessness:

Individuals and families who lack a fixed, regular, and adequate nighttime residence:

- An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, etc.

¹ Providers that serve survivors of Domestic Violence only have to meet the basic HUD HMIS requirements for DV programs.- (i.e collect all of the data elements an HMIS collects, however victim service providers are directed to store that data in a comparable database and report on aggregate level and not client level specific data).

- An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low income individuals); or
- An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

For information on HUD's other homeless categories, eligible for other CoC funds, visit:

https://www.hudexchange.info/resources/documents/HEARTH_HomelessDefinition_FinalRule.pdf

2. Have a maximum combined income (earned and from benefits) of 50% of the Area Median Income. However, providers may consider significant garnishments or recoupment in determining that financial appropriateness of each potential participant and on a case-by-case basis allow a participant whose income is above 50% Area Median income. Providers will be required to show that the average of their RRH participants' income was at or below 50% AMI.
3. Meet all participant eligibility criteria as defined in the NOFA under which the program was funded.

The NYC CCoC has the discretion to specify additional eligibility criteria if voted in by the Steering Committee.

C. Standards for Amount of Rental Assistance

Providers shall determine the type, maximum amount and duration of housing stabilization and/or relocation services for individuals and families who are in need of rapid re-housing assistance through the initial evaluation, re-evaluation and ongoing case management processes.

Standards for determining the share of rent and utilities costs that each program participant must pay, if any, will be based on the following guidelines:

- I. The maximum amount of rent that a participant can be up to 100% of the rental amount.
- II. Providers may provide up to 100% of the cost of rent in rental assistance to participants. However to maximize the number of households that can be served with rapid re-housing resources, it is expected that providers will provide the level of need based on the goal of providing only what is necessary for each household to be stably housed for the long term.
- III. Rental assistance cannot be provided for a unit unless the rent for that unit is at or below the Fair Market Rent limit, established by HUD. A complete listing of Fair Market Rents for New York counties can be found at: <http://www.huduser.org/portal/datasets/fmr.html>
- IV. The rent charged for a unit must be reasonable in relation to rents currently being charged for comparable units in the private unassisted market and must not be in excess of rents currently being charged by the owner for comparable unassisted units.

For more details see sections 578.37 and 578.51 of the HUD CoC rapid re-housing and rental assistance guidelines.

D. Standards for Duration of Assistance

Providers may provide a program participant with up to 24 months of rental assistance.

Participants may be eligible for rapid re-housing assistance for multiple instances based on their need. However, if a participant needs assistance more than once, the participant will be subject to a re-assessment process for a different level of service intervention.

There must be a lease between the landlord and the tenant and the leases must be for at least one-year, renewable for at least one year and terminable only for cause.

E. Standards for Type of Assistance

Providers may use funds for rental assistance costs and eligible services, including the following: security deposits (up to 2 months), first month's rent and/or last month's rent, eligible supportive services, property damage, one-time moving costs and one-time utility deposits.

F. Policies & Procedures for Assessing & Prioritizing Participants

The key to the success of any program is a screening and assessment process that thoroughly explores a family's or individual's situation and pinpoints their unique housing and service needs. Based upon the assessment, families and individuals should be referred to the kinds of housing and services most appropriate to their situations and need.

G. Coordinating Intake & Assessment

Providers must demonstrate an ability to outreach to NYC CCoC eligible RRH participants and to prioritize applicants who meet the criteria for HUD Homeless Category 1. Providers must also utilize New York City's coordinated assessment system to help match individuals and families with the most appropriate assistance. Additional coordination or centralization of referrals may be required (e.g. if required by a NYC CCoC RRH Request for Proposals).

H. Case Management Services

Providers must assist each program participant, as needed, to obtain appropriate supportive services, including assistance in obtaining permanent housing, medical treatment, mental health treatment, counseling, supervision, and other services essential for achieving independent living; housing stability case management; and other Federal, State, local, or private assistance available to assist the program participant in obtaining housing stability including but not limited to:

- Supplemental Nutrition Assistance Program
- Social Security Disability Insurance (SSDI)
- Federal-State Unemployment Insurance Program
- Medicaid
- Veteran's Benefits
- Veteran's Disability Benefits
- Women, Infants and Children (WIC)
- Supplemental Security Income (SSI)
- Child and Adult Care Food Program, and
- Other mainstream resources such as housing, health, social services, employment, education services and youth programs that an individual or family may be eligible to receive

RRH program participants are required by HUD regulations to meet with a case manager not less than once per month. Providers may also provide case management services for up to six months after rental assistance stops.

I. Inspections

CoC funded rapid re-housing units must meet the HUD Housing Quality (HQS) Standards under 24 CFR part 578.37(a)(1)(ii). However, in instances, when allowed, providers may apply for waivers and exemptions, to use HUD Habitability standards when the use of HQS standards would result in the loss of an affordable housing unit.² Providers may utilize their own staff to perform HQS inspections.

J. Rental Subsidy Administration

The administering of RRH rental assistance must comply with the HUD regulations. Guidance is forthcoming.

K. Data Collection & Evaluation

All providers receiving rapid re-housing assistance must work with the NYC CCoC to track key data elements for analyzing the success of the program including the use of HMIS data.

L. Security & Confidentiality Policies

The address or location of any housing or rental units funded under rapid re-housing of any program participant, including youth, individuals living with HIV/AIDS, victims of domestic violence, dating violence, sexual assault, and stalking; and individuals and families who have the highest barriers to housing will not be made public, except as provided under a preexisting privacy policy of the provider and consistent with state and local laws regarding privacy and obligations of confidentiality with written authorization of the person responsible for the operation of the rental unit.

M. Terminations, Complaints, Appeals & Grievance Procedures

All providers with rapid re-housing programs shall be required to have a termination and grievance policies. Policies must allow an applicant to formally dispute an agency decision on *eligibility to receive assistance*. The policy must include the method that an applicant would be made aware of the provider's grievance procedure and the formal process for review and resolution of the grievance.

If a program participant violates program requirements, the provider may terminate the assistance in accordance with a formal process established by the provider. All providers must have policies that allow a program participant to formally dispute a provider decision to *terminate assistance*. The policy must include the method that a written notice would be provided containing clear statement of reason(s) for termination; a review of the decision in which the program participants is given the opportunity to present information before someone other than the person who made the termination decision; and a prompt written notice of the final decision to the program participant.

N. Standards for Re-Evaluation

In accordance with HUD regulations, recipients and subrecipients must conduct regular re-evaluations, at least annually, of program participants receiving RRH assistance.

To continue to receive CoC-RRH assistance, a program participant's re-evaluation must demonstrate eligibility based on:

² For ESG funded RRH programs, HUD only requires following the HUD Habitability Standards.

- **Lack of resources and support networks.** The program participant's household must continue to lack sufficient resources and support networks to retain housing without ESG or CoC program assistance.
- **Need.** The recipient or subrecipient must determine the amount and type of assistance that the individual or family will need to (re)gain stability in permanent housing.

VII. Permanent Supportive Housing

CoC Program funding for permanent supportive housing is designed to provide the services necessary to help homeless persons maintain stability in permanent housing after experiencing homelessness. In line with the HUD's national homelessness policy as outlined in *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*, federal programs aimed at ending homelessness have shifted towards providing stable, permanent housing opportunities for the homeless and at-risk homeless and less towards transitional housing.

A. Eligibility and Prioritization

Eligibility:

- All households served in CoC-funded PSH must have documentation on file verifying their status of homelessness and disability, including any necessary 3rd Party documentation as required by HUD.
- All permanent supportive housing projects must seek to minimize any barriers to applicant's entry into their project. This means that projects cannot require things of potential clients to enter their project over and beyond demonstrating meeting basic eligibility and any population prioritization requirements.
- Unless prohibited by other project funding sources and the project received an exemption from the NYC CoC Steering Committee, permanent supportive housing projects are required to use a low-barrier, Housing First model (i.e., PSH projects may not: have service participation requirements; screen out participants based on having too little or no income, active or history of substance abuse, a criminal record, or a history of domestic violence. PSH projects also may not terminate participants from the project for any of the following reasons: failure to participate in supportive services, failure to make progress on a service plan, loss of income or failure to improve income, domestic violence, any other activity not covered in a customary and enforceable lease agreement).

Requirement to dedicate or prioritize PSH beds to people experiencing chronic homelessness:

All New York City Continuum of Care (NYC CoC) funded PSH beds are required to dedicate or prioritize 100% of their beds to people experiencing chronic homelessness, as defined by HUD (See definitions section). When filling vacant beds, CoC-funded PSH projects must seek referrals only through the *By-Name Prioritized List of People Experiencing Chronic Homelessness* maintained by the New York City Human Resources Administration's Placement, Assessment and Client Tracking Unit (PACT).

This by-name list uses the order of priority established in HUD Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing. Relevant guidance from the Notice appears below, and the full Notice is available at:

<https://www.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf>

The notice defines which chronically homeless people get priority access to PSH beds and how to prioritize PSH beds when no chronically homeless persons exist within the geographic area.

Accepting Referrals through a Single Prioritized List for PSH

All CoC-funded PSH projects are required to accept referrals ONLY from *By-Name Prioritized List of People Experiencing Chronic Homelessness* maintained by PACT. The single prioritized list is updated frequently to reflect the most up-to-date and real-time data as possible.

Prioritizing Chronically Homeless Persons in CoC Program-funded Permanent Supportive Housing Beds Dedicated or Prioritized for Occupancy by Persons Experiencing Chronic Homelessness:

When selecting participants for housing, PACT and CoC Program-funded PSH that is dedicated or prioritized for persons experiencing chronic homelessness are required to use the following order of priority that has been established by the NYC CoC Steering Committee, which is consistent with HUD Notice CPD-16-11:

- Priority #1: People who meet the HUD definition of chronic homelessness and have been determined to be Level I based on New York City's Standardized Vulnerability Assessment, which considers, length of time homeless, multi-system contact, and functional impairment/high utilization of Medicaid.
- Priority #2: People who meet the HUD definition of chronic homelessness and have been determined to be Level II based on New York City's Standardized Vulnerability Assessment.
- Priority #3: People who meet the HUD definition of chronic homelessness and have been determined to be Level III based on New York City's Standardized Vulnerability Assessment.
- Within each priority group described above, applicants will be prioritized based on the number of days of cumulative homelessness during the past 3 years. For example, applicants in priority group #1 with more cumulative days of homelessness will be prioritized over other applicants in priority group #1 with fewer cumulative days of homelessness. Only as necessary to break a tie, applicants within each priority group will be further prioritized based on date of application, with earlier application dates being prioritized over later application dates.
- Exceptions to the order specified above may be considered in extraordinary circumstances and must be approved by a subcommittee appointed for this purpose by the NYC Coordinated Assessment and Placement System (CAPS) Steering Committee, which is a committee of the NYC CoC. For example a project might seek an exception to prioritize someone who has been living in an unsheltered location for 400 days, is Level I and has been diagnosed with terminal cancer over someone who has been living in shelter for 600 days and is Level I.

Recipients of CoC funds ("recipients") must follow the order of priority while also considering any target populations served by the project as identified in the project application submitted to HUD. For example, a CoC Program-funded PSH project that targets homeless persons with a serious mental illness should follow the order of priority to the extent to which persons with serious mental illness meet the criteria. In this example, if there were no persons with a serious

mental illness that also met the criteria of chronically homeless, the recipient should follow the order of priority for PSH when no chronically homeless person exists on the By-Name List (see below).

Recipients must exercise due diligence when conducting outreach and assessment to ensure that chronically homeless individuals and families are prioritized for assistance based on their total length of time homeless and/or the severity of their needs. The NYC CoC recognizes that some persons—particularly those living on the streets or in places not meant for human habitation—might require significant engagement and contacts prior to their entering housing and recipients of CoC Program-funded PSH are not required to allow units to remain vacant indefinitely while waiting for an identified chronically homeless person to accept an offer of PSH. Projects should continue to make attempts to engage those persons that have not accepted an offer of PSH and these chronically homeless persons must continue to be prioritized for PSH until they are housed.

Prioritizing access to PSH when participants are transferred from a different PSH project:

Existing PSH participants being transferred from a different NYC CoC PSH project are exempt from the order of priority established in HUD Notice CPD-16-11. Such transfers should be considered to best serve the needs of PSH participants and/or ensure efficient use of PSH resources. All PSH transfers must be coordinated through and approved by PACT to ensure that any resulting PSH vacancy is filled using the order of priority established in this policy and HUD Notice CPD-16-11, except in cases where existing project participant households exchange units. In all cases, PSH units must be prioritized for eligible applicants residing in the NYC CoC covered geography over eligible applicants residing in another CoC.

Order of priority for PSH when no chronically homeless person exists on the By-Name List or wants to live in the jurisdiction where the vacancy is:

When no chronically homeless person or no chronically homeless person who meets a project's HUD-approved target population criteria (e.g. families with children, youth under 25, veterans, survivors of domestic violence, people with mental illness, people who use substances, or people with HIV/AIDS) exists on the *By-Name Prioritized List of People Experiencing Chronic Homelessness* maintained PACT, CoC Program-funded PSH projects are required to follow the order of priority below when selecting participants. PACT will work with CoC Program-funded PSH projects to match eligible applicants to vacancies in their preferred geographic area, and homeless people may decline referrals that are inconsistent with their geographic preferences. Projects are required to follow the order of priority below when there is no eligible chronically homeless applicant who wishes to live in the geographic area where the vacancy exists.

(a) First Priority—Homeless Individuals and Families with a Disability with Long Periods of Episodic Homelessness and Severe Service Needs

An individual or family that is eligible for CoC Program-funded PSH who has experienced fewer than four occasions in the past three years where they have been living or residing in a place not meant for human habitation or in an emergency shelter but where the cumulative time

homeless during the three-year period is at least 12 months **and** who has been identified as having severe service needs as demonstrated by being assigned to Level I based on New York City's Standardized Vulnerability Assessment.

(b) Second Priority—Homeless Individuals and Families with a Disability with Severe Service Needs.

- i. An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation or in an emergency shelter where the cumulative time homeless during the three-year period is at least 8 months **and** who has been identified as having severe service needs as demonstrated by being assigned to Level I based on New York City's Standardized Vulnerability Assessment.
- ii. An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation or in an emergency shelter where the cumulative time homeless during the three-year period is less than 8 months **and** who has been identified as having severe service needs as demonstrated by being assigned to Level I based on New York City's Standardized Vulnerability Assessment.

Applicants who meet the definition in section i above (i.e., those whose period of cumulative time homeless during the three-year period is at least 8 months) will be prioritized over applicants who meet the definition in section ii above.

(c) Third Priority—Homeless Individuals and Families with a Disability Coming from Places Not Meant for Human Habitation, Safe Haven, or Emergency Shelter Without Severe Service Needs.

An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation or an emergency shelter where the individual or family has not been identified as having severe service needs as demonstrated by being assigned to Level II or Level III based on New York City's Standardized Vulnerability Assessment, with Level II applicants being prioritized over Level III applicants.

(d) Fourth Priority—Homeless Individuals and Families with a Disability Coming from Transitional Housing.

An individual or family that is eligible for CoC Program-funded PSH who is currently residing in a transitional housing project, where prior to residing in the transitional housing the applicant had lived in a place not meant for human habitation, or in an emergency shelter. This priority also includes individuals and families residing in transitional housing who were fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking and prior to residing in that transitional housing project even if they did not live in a place not meant for human habitation, an emergency shelter, or a safe haven prior to entry in the transitional housing.

Within each priority group described above, applicants will be prioritized based on the number of days of cumulative homelessness during the past 3 years. For example, applicants in priority group "a" with more cumulative days of homelessness will be prioritized over other applicants in priority group "a" with fewer cumulative days of homelessness. Only as necessary to break a tie, applicants within each priority group will be further prioritized based on date of application, with earlier application dates being prioritized over later application dates.

Beds assigned to applicants who do not meet HUD criteria for chronic homelessness will continue to be dedicated or prioritized, so when that bed becomes vacant again it must be used to house a chronically homeless person unless there are still no eligible persons who meet that criterion within the CoC's geographic area at that time.

B. Types of Assistance

The program will provide safe, affordable housing that meets participants' needs in accordance with client intake practices and within HUD guidelines for permanent supportive housing programs.

- There can be no predetermined length of stay for a PSH program
- Program participants in PSH must enter into a lease agreement for an initial term of at least one year. Must be automatically renewable upon expiration up to a maximum of 24 months.
- PSH may not have any requirements that are not in a standard lease. (i.e. no preconditions such as income or sobriety)

VI. Supportive Services Only

Supportive services only (SSO) projects may provide a range of services for people who are homeless. However, in New York City, the CoC generally limits SSO projects to street outreach or projects that otherwise fill a critical, unmet need.

Unless prohibited by other project funding sources, SSO projects are required to use a low barrier Housing First model (i.e., not have service participation requirements or preconditions to entry, such as sobriety or a minimum income threshold, and must prioritize rapid placement and stabilization in permanent housing).

A. Eligibility and Prioritization

- SSO projects must serve people who are literally homeless (homeless definition Category 1).
- SSO street outreach projects should prioritize persons with the most severe service needs, greatest vulnerabilities, and with the longest homeless episodes.

IX. Appendix

Section I. Recordkeeping Requirements:

All households served in CoC-funded PSH must have documentation on file verifying their status of homelessness and disability, including any necessary 3rd Party documentation as required by HUD. Recipients of CoC Program-funded PSH, will maintain evidence of implementing these priorities. Evidence of following these orders of priority must be demonstrated by:

A. Evidence of Severe Service Needs. Evidence of severe service needs is that by which the recipient is able to determine the severity of needs as defined in this policy using data-driven methods such as an administrative data match or through the use of a standardized assessment. The documentation should include any information pertinent to how the determination was made, such as notes associated with case-conferencing decisions.

B. Evidence that the Recipient is Following the CoC's Written Standards for Prioritizing Assistance. Recipients must follow the CoC's written standards for prioritizing assistance, as described in this policy. Recipients must also document that the CoC's revised written standards have been incorporated into the recipient's intake procedures and that the recipient is following its intake procedures when accepting new program participants into the project.

C. Evidence that there are no Households Meeting Higher Order of Priority within CoC's Geographic Area.

- (a)** When dedicated and prioritized PSH is used to serve non-chronically homeless households, the recipient of CoC Program-funded PSH should document how it was determined that there were no chronically homeless households identified for assistance within the geographic area at the point in which a vacancy became available. This documentation should include evidence of the outreach efforts that had been undertaken to locate eligible chronically homeless households within the defined geographic area and, where chronically homeless households have been identified but have not yet accepted assistance, the documentation should specify the number of persons that are chronically homeless that meet this condition and the attempts that have been made to engage the individual or family. The recipient of PSH may refer to a single prioritized list maintained by PACT as evidence.
- (b)** When non-dedicated and non-prioritized PSH is used to serve an eligible individual or family that meets a lower order of priority, the recipient of CoC Program-funded PSH should document how the determination was made that there were no eligible individuals or families within the geographic area that met a higher priority. The recipient of PSH may refer to a single prioritized list maintained by PACT as evidence that there were no households identified within the CoC's geographic area that meet a higher order of priority.

Section II. Severity of Service Need Requirements

For the purposes of this policy, severity of service needs must be documented in a program participant's case file. The determination must not be based on a specific diagnosis or disability type, but only on the severity of needs of the individual or family. The NYC CoC uses the NYC Standardized 1i Assessment to determine severity of service needs.

Homeless Management Information System (HMIS) Lead Agency

MEMORANDUM OF UNDERSTANDING

between

The City of New York

and

The New York City Coalition on the Continuum of Care

I. PURPOSE AND BACKGROUND

The purpose of this Memorandum of Understanding (“MoU”) is to confirm agreements between the New York City Coalition on the Continuum of Care (“CCoC”) and the City of New York, acting through the Department of Homeless Services (“DHS”), related to management of the New York City Homeless Management Information System (“HMIS”). This MoU establishes DHS as the HMIS Lead Agency for the CCoC, defines general understandings, and defines the roles and specific responsibilities of each party related to key aspects of the governance and operation of the HMIS Project.

HMIS is mandated by the U.S. Department of Housing and Urban Development (“HUD”) for all communities and agencies receiving HUD Continuum of Care (“CoC”) and Emergency Solutions Grant program (“ESG”) funding. HMIS is essential to efforts to coordinate client services and inform community planning and public policy. Through HMIS, homeless individuals benefit from improved coordination in and between agencies, informed advocacy efforts, and policies that result in targeted services. Analysis of information gathered through HMIS is critical to the preparation of a periodic accounting of homelessness in New York City, including required HUD reporting. The parties to this MoU recognize that thorough and accurate capture and analysis of data about homeless services and individuals is necessary to service and systems planning, effective resource allocation, and advocacy, and thus, share a mutual interest in successfully implementing and operating HMIS in New York City.

II. DURATION

Except as provided in Section VIII (Termination), the duration of this MoU shall be from January 1, 2017 through December 31, 2017. While it is anticipated that this MoU will be renewed annually for periods of one year thereafter, the parties will revise and affirmatively agree to the terms of this relationship annually. This review is intended to ensure the continued relevance of the terms to the parties and to ensure continued consistency and compliance with HUD regulation.

III. GOVERNANCE AND PARTICIPATION

1. CCoC Governance

The CCoC is the lead planning group for HUD-funded efforts to end homelessness and for implementing and operating a homeless CoC system in New York City. As such and per HUD policy, the CCoC is responsible for HMIS Project oversight and implementation, which encompasses planning, administration, software selection, managing the HMIS Data Warehouse in compliance with HMIS Standards, and reviewing and approving of all policies, procedures, and data management plans governing Contributing HMIS Organizations (described in section IV 4 below). The CCoC’s oversight and governance responsibilities are carried out by its Steering Committee, based on recommendations by the Data Management Committee (described in section V below).

2. Data Management Committee

The purpose of the Data Management Committee is to provide support and recommendations to the NYC CCoC Steering Committee related to the HMIS regulations and standards as set forth by HUD.

3. Lead Agency Designation

The CCoC designates DHS as the HMIS Lead Agency to manage HMIS Data Warehouse operations on its behalf and to provide HMIS Project administrative functions at the direction of the CCoC, through its Steering Committee.

4. Contributing HMIS Organizations (“CHO”)

A CHO is defined as an organization (inclusive of the HMIS Lead) that operates a provider program and a program-level, HMIS-compliant system (described in Section II(5) below), whether or not it is a member of the CCoC, and that contributes Protected Personal Information or other client-level data to the HMIS Data Warehouse. CHOs must enter into Participation Agreements in order to contribute such data to the HMIS Data Warehouse. The authority to enter into Participation Agreements with CHOs for the purposes of ensuring compliance with all applicable HUD and CCoC HMIS Project requirements, including the operation of a program-level HMIS-compliant system, rests with the HMIS Lead Agency.

5. Program-level HMIS-compliant System

A program-level HMIS-compliant system is defined as a client management information system operated by a provider program that allows the provider program to collect the minimum required data elements and to meet other established minimum participation thresholds as set forth in CHO HMIS Participation Agreements. These systems may include CARES, AWARDS, and other data systems owned or operated by providers.

6. CHO HMIS Administrator

A CHO HMIS Administrator is defined as a single point-of-contact established by each CHO who is responsible for day-to-day operation of the CHO data collection system, ensuring program-level data quality according to the terms of the Participation Agreement and associated data quality plan, and managing the upload process from the CHO program-level HMIS-compliant system to the HMIS Data Warehouse.

7. End User

An End User is defined as an employee, volunteer, affiliate, associate, or any other individual acting on behalf of a CHO or an HMIS Lead Agency who uses or enters data in the HMIS Data Warehouse or program-level HMIS-compliant system from which data are periodically uploaded to the HMIS Data Warehouse.

8. Software and Hosting

The CCoC has selected a single product—Foothold Technology Service (“FTS”)—to serve as the sole HMIS Data Warehouse for the New York City CoC. Because this system is established as a data warehouse, rather than as a direct data entry system, all CHOs are expected to regularly upload data, at intervals and through mechanisms specified in Participation Agreements, to the Data Warehouse. The authority to enter into contracts with FTS for the purposes of operating and overseeing the HMIS Data Warehouse is the responsibility of the HMIS Lead Agency.

IV. GENERAL UNDERSTANDINGS

1. Funding

1a. HUD Grant(s)

HMIS Project activities are funded in part by HUD CoC grants. The CCoC authorizes DHS, as the HMIS Lead Agency, to apply for and administer these funds. The terms and uses of HUD funds are governed by the HUD CoC grant agreement and applicable rules.

1b. Cash Match

The HUD CoC grants require a cash match. As detailed below in section V C 2, DHS is responsible for providing the commitment of the required local match for the HMIS grants.

2. Fees

No fee will be charged to any CHO wishing to provide data to the HMIS Data Warehouse. CHOs will be required to pay their own costs associated with establishing and operating their own program-level, HMIS-compliant system in accordance with the terms of the Participation Agreement. At the discretion of the HMIS Lead, with input from the Data Management Committee, small annual stipends may be provided to CHOs to help offset the costs of their program-level, HMIS-compliant system.

3. Compliance with HMIS Standards

It is the responsibility of the CCoC to ensure that the HMIS Lead Agency is operating the HMIS Project in compliance with HUD HMIS Technical Standards (last update in 2004), HUD HMIS Data Standards (last update in 2014), and other applicable laws. The parties agree to update this MoU (as provided in section VII, Amendment/Notices), other HMIS Project operational documents, and HMIS Project practices and procedures in order to comply with any updates to these standards established in notices or other guidance, within the HUD-specified timeframe for such changes.

4. Local Operational Policies and Agreements

The CCoC charges DHS, with the support of the CCoC Data Management Committee, with developing and maintaining agreements, policies, and procedures for review and approval by the CCoC Steering Committee. These agreements, policies and procedures include, but are not limited to, an operating policies and procedures manual for use and management of the data warehouse (including procedures for ensuring the security of data, disaster recovery, and data quality assurance), privacy policies and notices, data collection and technical standards for CHOs, Participation Agreements, and End User Agreements.

Once reviewed and approved, changes to the policies and procedures may be made from time to time at the request of DHS or the CCoC, through its Steering or Data Management Committees, to comply with HUD HMIS standards or otherwise improve HMIS operations. During any such modification periods, all existing HMIS policies and procedures will remain in effect until such time as the CCoC Steering Committee approves the changes.

V. SPECIFIC RESPONSIBILITIES OF THE PARTIES

1. CCoC Responsibilities

The CCoC serves as the lead HMIS Project governance body, providing oversight, project direction, policy setting, and guidance for the HMIS Project. The CCoC exercises all its responsibilities for HMIS governance through its Steering Committee, with guidance from the Data Management Committee, effective as of the date of the authorization of this MoU. These responsibilities include:

- a) Ensuring and monitoring compliance with relevant HUD regulations and standards;
- b) Recording in official meeting minutes all approvals, resolutions, and other key decisions of the CCoC that may be required by HUD rules related to the HMIS governing body;
- c) Designating the HMIS Lead Agency and the software to be used for HMIS, and approving any changes to the HMIS Lead Agency or software;
- d) Reviewing and approving all HMIS Project operational agreements, policies, and procedures;
- e) Reviewing data quality standards and plans, and establishing protocols for addressing CHOs' compliance with those standards;
- f) Promoting the effective use of HMIS data, including measuring the extent and nature of homelessness, the utilization of services and homeless programs over time, and the effectiveness of homeless programs;
- g) Using HMIS data to inform CCoC program and system design, and measuring progress toward implementation of the CCoC Strategic Plan and other CCoC-established goals ;
- h) Provide all local information as necessary for compilation of the annual Housing Inventory Count (HIC), the HMIS elements of the annual Point-in-Time (PIT) Count, Annual Homeless Assessment Report (AHAR), and Pulse Report; and
- i) Coordinating participation in the HMIS (and broader Continuum of Care) by all homeless prevention and assistance programs and other mainstream programs serving homeless people or working to prevent homelessness.

2. DHS Responsibilities

DHS serves as the Lead Agency for the HMIS Project, managing and administering all HMIS operations and activities. DHS exercises these responsibilities at the direction of the CCoC Steering Committee. These responsibilities are contingent on continued receipt of the appropriate HUD grant funding, and are as follows:

- a) Governance and Reporting
 - o Provide staffing for operation of the HMIS Project and Data Warehouse;
 - o Prepare the following data reports and analyses for review by the CCoC and for submission to HUD:
 - At least annually, a point-in-time unduplicated count of clients served in the HMIS (for sheltered PIT Count, and AHAR, or as required);
 - Annually, an unduplicated count of clients served in the HMIS over the course of one year (for AHAR);
 - At least annually, an accounting of lodging units in the HMIS (for HIC, AHAR, and Pulse reports, or as required); and
 - o Ensure the consistent contribution of data that meets all HUD-established data standards to the HMIS Data Warehouse by, at minimum, every program operating with funds authorized by the McKinney-Vento Act as amended by the HEARTH Act, including ESG funds;
 - o Work with the CCoC to facilitate participation by all homeless prevention and assistance programs and other mainstream programs serving homeless people to participate in the HMIS;
 - o Attend Steering Committee and Data Management Committee meetings;
 - o Determine length of time that records must be maintained for inspection and monitoring purposes per HUD standards and ensure compliance with these standards;
 - o Respond to CCoC Steering and Data Management Committee directives; and
 - o Provide data needed to inform CCoC's progress toward achieving its Strategic Plan goals.

b) Planning and Policy Development

- Manage and maintain mechanisms for soliciting, collecting and analyzing feedback from end users, CHO HMIS administrators, CHO program managers, CHO executive directors, and homeless persons;
- Identify general milestones for project management, including training and expanding system functionality, and ensure that the HMIS Action plan is carried out and regularly reviewed;
- Develop and, upon adoption by the CCoC, implement written policies and procedures for the operation of the HMIS Project and HMIS Data Warehouse, including requirements and standards for any CHO, and provide for the regular update of these procedures as required by changes to policy;
- Develop and, upon adoption by the CCoC, implement a data quality plan consistent with requirements established by HUD, and review and update this plan annually and upon update to HUD regulations, notice, or guidance;
- Develop and, upon adoption by the CCoC, implement a security plan consistent with requirements established by HUD, and review and update this plan annually and upon update to HUD regulations or guidance;
- Develop and, upon adoption by the CCoC, implement a disaster recovery plan consistent with requirements established by HUD, and review and update this plan annually according to the most current HUD regulations or guidance;
- Develop and, upon adoption by the CCoC, implement a privacy policy specifying data collection limitations; purpose and use limitations; allowable uses and disclosures; openness description; access and correction standards; accountability standards; and process and protections for victims of domestic violence, dating violence, sexual assault, and stalking included in the data warehouse;
- Ensure privacy protection in project administration; and
- Develop and, upon approval by the CCoC, execute HMIS Participation Agreements with each CHO, including:
 - Obligations and authority of the HMIS Lead and the CHO;
 - Protocols for participation in HMIS Project;
 - Requirements of the policies and procedures by which the CHO must abide;
 - Sanctions for violating the HMIS Participation Agreement; and
 - Terms of sharing and processing Protected Identifying Information between the HMIS Lead and the CHO.

c) Grant Administration

- Prepare and submit NOFA Project Applications for HUD grant (NY0317) in e-snaps;
- Create annual budgets outlining the most efficient resource allocation to meet HMIS Project requirements;
- Support HMIS by funding eligible HMIS activities with eligible matching sources to serve as the HUD-required match;
- Manage spending for HUD grant (NY0317);
- Manage the reimbursement payment process and maintain records of all reimbursement documents, funds, approvals, denials, and other required or relevant records;
- Ensure accurate and regular (quarterly, at minimum) draw down of HUD grant funding; and
- Complete and submit APR for HUD grant (NY0317) in e-snaps.

d) System Administration

- Oversee the day-to-day administration of the HMIS system;

- Manage contracts for FTS, which includes training for CHOs and DHS staff, and licensing of HMIS Server;
 - Ensure HMIS software meets the minimum data and technical functionality requirements established by HUD in rule or notice, including unduplication, data collection, maintenance of historical data, reporting (including HUD-required reports and data quality and audit reports), and any other requirements established by HUD;
 - Ensure HMIS data processing capabilities, including the collection, maintenance, use, disclosure, transmission, and destruction of data and the maintenance of privacy, security, and confidentiality protections;
 - Develop standard reports and queries of HMIS data (e.g., data quality report, COC quarterly report, etc.);
 - Oversee and relate small- and large-scale changes to the HMIS Data Warehouse through coordination with FTS, the Data Management Committee, and CHO HMIS administrators, if applicable;
 - Outline a concept for a future CHO “user group” to discuss implementation of policies and procedures and data entry and upload processes;
 - Update contact list of HMIS administrators for all CHOs in conjunction with annual Participation Agreement updates.
- e) End-User Administration
- Provide or coordinate technical assistance and support;
 - Document technical issues experienced by providers;
 - Develop and deliver a comprehensive training curriculum and protocol, including accompanying tools and resources, that:
 - Includes, but is not limited to, data entry requirements and techniques, client confidentiality and privacy requirements, data security, data quality, and FTS Data Warehouse;
 - Requires all CHO System Administrators to participate in trainings; it is the responsibility of the CHO System Administrator to ensure end users at the CHO receive training information.
 - Is encouraged for all HMIS end users, including intake staff, data entry staff and reporting staff at all CHOs;
 - Is offered, at a minimum, every quarter;
 - Is conducted in a manner that assures every new end user completes training prior to collecting any HMIS data or using the HMIS; and
 - Is conducted in a manner that assures every current end user completes a training update at least annually.
- f) Data Quality and Compliance Monitoring
- Consistent with the data quality plan, establish data quality benchmarks for CHOs, including bed coverage rates, service-volume coverage rates, missing/unknown value rates, timeliness criteria, and consistency criteria;
 - Consistent with the data quality plan, run and disseminate data quality reports on a quarterly basis to CHO programs indicating levels of data entry completion, consistency with program model, and timeliness;
 - Consistent with the data quality plan, provide quarterly reports on HMIS participation rates, data quality and other analyses to the CCoC and Data Management Committee; and

- Monitor compliance by all CHOs with HMIS participation requirements, policies and procedures, privacy standards, security requirements, and data quality standards through an annual review per the process outlined in the Participation Agreement and approved by the CCoC Steering Committee.

VI. DATA ACCESS AND MANAGEMENT

DHS's authorized staff shall manage the data that is maintained in the FTS data warehouse and will have access to all data entered by CHOs. DHS staff will only use the data for purposes having to do with the CCoC. The CCoC Steering and Data Management Committees will have access to aggregated and/or otherwise de-identified data that have met quality assurance standards as stipulated by DHS HMIS staff.

The parties to this MoU hereby mutually agree that if any patentable or copyrightable material should result from work described herein, all rights accruing from such material or article shall be the property of the City of New York. The parties agree to and do hereby grant to the City of New York, the CCoC, and all federal and state agencies irrevocable, nonexclusive and royalty-free license to use, according to law, any material or article and use any method that may be developed as a part of the work under this MoU. The foregoing license shall not apply to existing training materials, consulting aids, check lists and other materials and documents of the parties which are modified for use as part of the work under this MoU, unless they were developed with other federal/state employment and training funding.

VII. AMENDMENT/NOTICES

This MoU may be amended in writing by either party. Notices shall be mailed or delivered to

Martha Kenton, Director HUD Continuum of Care and Federal Policy
New York City Department of Homeless Services
33 Beaver Street, 13th Floor
New York, NY 10004



Laura Mascuch, New York City Continuum of Care Co-Chair/ Executive Director
Supportive Housing Network of New York
247 W. 37th Street 18th Floor
New York, New York 10018



VIII. TERMINATION

Either party may terminate this MoU at a date prior to the renewal date specified in this MoU by giving sixty (60) days written notice to the other parties. If the funds relied upon to undertake activities described in this MoU are withdrawn or reduced, or if additional conditions are placed on such funding,

any party may terminate this MoU within thirty (30) days by providing written notice to the other parties. The termination shall be effective on the date specified in the notice of termination.

NYC Coalition on the Continuum of Care

HMIS Policies and Procedures

Version 4

Effective: January 29, 2016

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Version and Review History

Version	Description	Data Management Committee Approved	Steering Committee Approved	Effective Date
1.0	Original Version	12/12/12	12/21/12	1/1/13
2.0	Updated to conform with DHS OIT standards	5/8/13	5/17/13	5/17/13
2.1	Updated (clerical corrections)	8/14/13	n/a	5/17/13
3.0	2014 Annual Update/ 2014 Data Standards compliance	8/8/14	9/19/14	10/1/14
4.0	2016 Annual Update/ 2016 Data Standards compliance	1/29/16	2/5/16	2/5/16

1. HMIS Overview

1.1. HMIS Governing Principles

In FY2001, Congress directed the U.S. Department of Housing and Urban Development (HUD) to ensure that homeless programs using federal funds utilize and participate in local homeless management information systems (HMIS) to track the use of services and housing within a continuum of care (CoC).¹

The funded programs include:

- Emergency Solutions Grants (ESG) Program (formerly Emergency Shelter Grants Program)
- Continuum of Care (CoC) Program (formerly SHP and S+C)
- Housing Opportunities for People with AIDS (HOPWA) Program
- Veterans affairs Supportive Housing (VASH)

In addition, other federal entities have required HMIS participation for their homeless-related programs and grants. These include:

- Veterans Administration Grant Per Diem (GPD) Program
- Veterans Administration Community Contract Emergency Housing (CCEH)
- Veterans Administration Supportive Services for Veteran Families (SSVF) Program
- HHS - Substance Abuse and Mental Health Administration (SAMHSA) Projects for Assistance in Transition from Homelessness (PATH) Program
- HHS- Runaway and Homeless Youth Programs (RHY)

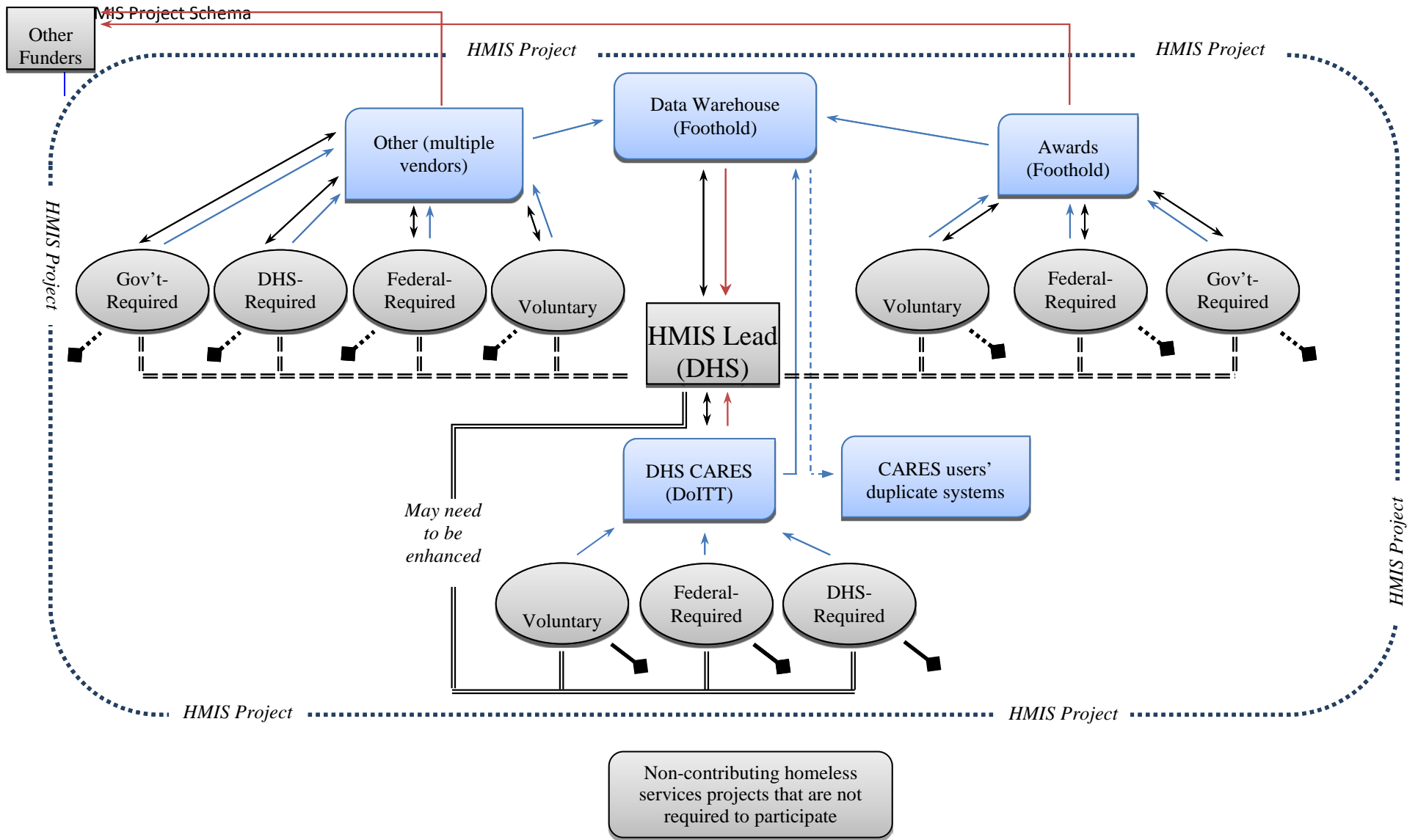
HUD requires all projects receiving funding through these programs to participate in HMIS. Projects that receive other sources of funding are not required to participate in HMIS, but both HUD and the New York City Coalition on the Continuum of Care (CCoC) strongly encourage them to do so to contribute to a better understanding of homelessness in our community by improving the HMIS participation rate. Any project that participates in the HMIS is subject to the data collection and management requirements outlined in these policies and procedures.

HMIS is essential to efforts to coordinate client services and inform community planning and public policy. Through HMIS, homeless individuals benefit from improved coordination within and among agencies, informed advocacy efforts, and policies that result in targeted services. Analysis of information gathered through HMIS is critical to the preparation of a periodic accounting of homelessness in New York City (NYC), including required HUD reporting. The Contributing HMIS Organizations (CHOs) recognize that thorough and accurate capture and analysis of data about homeless services and individuals is necessary to service and systems planning, effective resource allocation, and advocacy; therefore, they share a mutual interest in successfully implementing and operating HMIS in NYC.

1.2. HMIS Project Structure

The NYC CoC – as represented by the NYC CCoC –has designated the NYC Department of Homeless Services (DHS) as the HMIS Lead Agency via a Memorandum of Understanding (MOU) to manage HMIS operations on its behalf and to provide HMIS Project administrative functions at the direction of the CCoC, through its Steering Committee.

¹See HUD Strategy for Homeless Data Collection Conference Report (H.R. Report 106-988), which indicated that “local jurisdictions should be collecting an array of data on homelessness in order to prevent duplicate counting of homeless persons and to analyze their patterns of use of assistance, including how they enter and exit the homeless assistance system and the effectiveness of the systems. HUD is directed to take the lead in working with communities toward this end and to analyze jurisdictional data within three years.”



Key

- Data
- Reporting
- Use Contract
- Participation Agreement
- End Users/User Agreement
- Broken lines indicate relationships that have not yet been established as of the effective date of these policies and procedures
- Data collection systems
- Contributing CoC projects:
 - Federal Partner required (CoC, ESG, HOPWA, VASH, PATH, SSVF, GPD, CCEH, RHY)
 - DHS-required (ES, Drop-in, Outreach)
 - Other Government-required (HRA, OASAS, OTDA, OMH, SAMHSA)
 - Voluntary HMIS contributing programs

1.3. HMIS Policies and Procedures Structure

These policies and procedures are structured in seven subsections:

- **Section 1. HMIS Overview:** provides an overview of the HMIS Project structure, key terms for the policies and procedures, and the HMIS project policy on data ownership.
- **Section 2. HMIS Project Administration and Management:** outlines the HMIS Project Administration, including the roles and responsibilities of the CCoC and its governance committees, and the HMIS Lead in managing the HMIS Project and the Data Warehouse. Detailed policies regarding the use of the Data Warehouse and grievances against the HMIS Lead are also provided in this section.
- **Section 3. CHO HMIS Participation Policies:** explains how an organization becomes a CHO, including describing the procedures for entering into **Appendix C. Organization HMIS Participation Agreement**, the roles and responsibilities associated with administering a CHO, and the technical and training requirements the CHO is required to demonstrate.
- **Section 4. HMIS Security Plan:** outlines the HMIS Lead Security Plan and details the minimum standards to which each CHO must adhere in order to maintain protected personal information securely.
- **Section 5. Disaster Recovery:** outlines the HMIS Lead Disaster Recovery Plan.
- **Section 6. Privacy Policy:** outlines the HMIS Lead Privacy Policy and details the minimum standards to which each CHO must adhere in using and disclosing client data.
- **Section 7. Data Quality:** outlines the HMIS Lead Data Quality Plan and details the minimum data collection and quality standards to which each CHO must adhere in their efforts to maintain accurate, complete, and timely data.
- Forms and documentation are provided in the appendices.

1.4. Key Terms

Annual Assessment	Data Collection Point that that is to be recorded no more than 30 days before or after the anniversary of the client’s Project Entry Date, regardless of the date of the most recent update. Information must be accurate as of the Information Date.
Annual Performance Report (APR)	HUD project-level report that uses data about clients served and project performance.
AWARDS	A project-level HMIS-compliant system from which data can be uploaded directly to the Data Warehouse, AWARDS is a direct data entry software product owned by FTS. The NYC HMIS Data Warehouse uses AWARDS software.
Client	For the purposes of this policy, “client” refers to an individual or family residing in a shelter or housing project and/or recipients of services delivered by projects administered by a CHO.
Coalition on the Continuum of Care (CCoC)	The NYC group of representatives organized to carry out the responsibilities of a Continuum of Care as defined by HUD.
CCoC Data Management Committee	A committee of the NYC CCoC, the purpose of which is to provide support and recommendations to the NYC CCoC Steering Committee related to the HMIS regulations and standards as set forth by HUD.
CCoC Steering Committee	A committee of the CCoC charged with carrying out its oversight and governance responsibilities.

Continuum of Care	The group organized to carry out the responsibilities required under 24 CFR part 578 and that is composed of representatives of organizations, including nonprofit homeless providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless persons to the extent these groups are represented within the geographic area and are available to participate.
Comma Separated Value (CSV)	Shorthand, used throughout this document, to refer to a HUD-approved data exchange standard, when performed consistent with current HUD HMIS CSV Format Documentation.
Contributing HMIS Organization (CHO)	An organization that operates a project that contributes data to the Data Warehouse consistent with all applicable HUD and local standards outlined in the NYC HMIS Policies and Procedures and Appendix C. Organization HMIS Participation Agreement .
CHO HMIS Administrator	A single point-of-contact established by each CHO who is responsible for day-to-day operation of the CHO data collection system, ensuring project-level data quality according to the terms of the Appendix C. Organization HMIS Participation Agreement and associated data quality plan, and managing the upload process from the CHO project-level HMIS-compliant system to the HMIS Data Warehouse.
CHO HMIS Security Contact	A single point-of-contact established by each CHO who is responsible for annually certifying that the CHO adheres to the Security Plan; testing the CHO security practices for compliance; communicating any security questions, requests, or security breaches to the DHS System Administrator and Security Officer, and security-related HMIS information relayed from DHS to the CHO's End Users.
Data Warehouse	The NYC CCoC HMIS was established as a data warehouse, rather than as a direct data entry system. Thus, all CHOs are expected to regularly upload data, at intervals and through mechanisms specified in Appendix C. Organization HMIS Participation Agreements , to the Data Warehouse. The CCoC has selected a single product – Foothold Technology Services (FTS) – to serve as the Data Warehouse for the CCoC. The authority to enter into contracts with FTS for the purposes of operating and overseeing the HMIS Data Warehouse is the responsibility of the HMIS Lead Agency.
DHS	The New York City Department of Homeless Services (DHS) represents NYC government on the CoC and is the HMIS Lead. Working with multiple partners, it's mission is to prevent homelessness when possible, to provide temporary shelter when needed, and to help individuals and families transition rapidly into permanent housing;
DHS-CARES	A project-level HMIS-compliant system managed by DHS from which data is uploaded regularly to the Data Warehouse. DHS' Client Assistance and Re-Housing Enterprise System is an integrated case management system that gives DHS and provider staff the ability to serve and track clients from intake, to shelter placement and through their return to the community.
CHO End User	An employee, volunteer, affiliate, associate, or any other individual acting on behalf of a CHO or an HMIS Lead Agency who uses or uploads data in project-level HMIS-compliant system from which data are periodically uploaded to the HMIS Data Warehouse. Throughout this document, users will be specified as Data Warehouse End Users or CHO End Users.

Encryption	Encryption refers to the process of transforming information in order to make such information unreadable to anyone except those possessing special knowledge or a key.
FTS	Foothold Technology Service (FTS) is the vendor that operates NYC's HMIS system, AWARDS.
HMIS Data Dictionary	The HMIS Data Dictionary is designed for HMIS vendors and HMIS Lead Agency system administrators to understand all of the data elements required in an HMIS, data collection and function of each required element and the specific use of each element by the appropriate federal partner. The HMIS Data Dictionary should be the source for HMIS software programming.
HMIS Data Standards Manual	Published by HUD, the Data Standards Manual establish uniform definitions for the types of information to be collected and protocols for when data are collected and from whom. CHOs may have additional data collection requirements based on other funding sources, the client population served, and the types of data necessary to effectively monitor programs.
HMIS Lead Agency (HMIS Lead)	The entity – NYC DHS – designated by the CCoC to operate the HMIS Project in accordance with HUD standards.
HMIS Project	The system comprising the Data Warehouse, CHOs, project-level HMIS-compliant systems, and the policies and procedures that govern the relationship between these entities. The HMIS Project is managed by the HMIS Lead.
HMIS Lead System Administrator	The person responsible for administration of the HMIS Project and the Data Warehouse for the HMIS Lead; this user has full access to all user and administrative functions of the Data Warehouse and is responsible for organizational contact with the CHOs on matters related to the HMIS Project.
Housing for People with AIDS (HOPWA)	The Housing Opportunities Program (HOPWA) provides housing assistance and supportive services for low-income persons with HIV/AIDS and their families. Administered by the Department of Community Affairs, HOPWA enables eligible persons with HIV/AIDS and their families to secure decent safe and sanitary housing in the private rental market by subsidizing a portion of the household's monthly rent.
Housing Preservation and Development (HPD)	NYC Agency that protects the existing housing stock and expands housing options for New Yorkers as it strives to improve the availability, affordability, and quality of housing in NYC.
Information Technology	Means any equipment or interconnected system or subsystem of equipment that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information.
Metadata Elements	Data about data elements documenting required metadata collection.
Office and Technology Resources	Includes but is not limited to: information technology, personal computers and related peripheral equipment, software, library resources, telephones, mobile telephones, pagers and other wireless communications devices, facsimile machines, photocopiers, Internet connectivity and access to Internet services, and email.
Office of Alcoholism and Substance Abuse Services (OASAS)	New York State Agency that plans, develops and regulates the state's system of chemical dependence and gambling treatment agencies. In addition, the Office licenses, funds, and supervises community-based programs, chemical dependence treatment programs. The agency inspects and monitors these programs to guarantee quality of care and to ensure compliance with state and national standards.

Office of Mental Health (OMH)	New York State Agency that operates psychiatric centers across the State, and also regulates, certifies and oversees programs, which are operated by local governments and nonprofit agencies. These programs include various inpatient and outpatient programs, emergency, community support, residential and family care programs.
Office of Temporary Disability Assistance (OTDA)	New York State Agency that provides temporary cash assistance; assistance in paying for food; heating assistance; oversees New York State’s child support enforcement program; determines certain aspects of eligibility for Social Security Disability benefits; supervises homeless housing and services programs; and provides assistance to certain immigrant populations.
Personally Identifiable Information/ Protected Identifying Information (PII)	Information which can be used to distinguish or trace an individual's identity, such as their name, social security number, biometric records, etc. alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother’s maiden name, etc. Encompasses DHS Office of Information Technology (OIT) definition of “confidential information”.
Personal Use	Means activity that is conducted for purposes other than accomplishing official work related activity.
Project Descriptor Data Elements	Required project level elements initially entered at the set-up stage of the project within an HMIS that specifically identify the organization, project name, continuum in which the project operated, type of project, bed and unit inventory for residential projects, and funding source.
Program -Specific Data Elements	Client level elements required by a specific federal program or program component. (Section 7. Data Quality Plan of these policies and procedures).
Project	A distinct unit of an organization, which may or may not be federally funded by HUD or the federal partners, that provides services and/or lodging and is identified by the CoC as part of its service system . Projects can be classified as providing lodging or services. Encompasses the DHS OIT term “provider,” which refers to an agent who administers a program or delivers client services.
Project Entry	Data collection point indicating the element is required to be collected at every project entry. Elements collected at project entry must have an information date that matches the client’s project entry date.
Project-level HMIS-Compliant System	A client management information system operated by a CHO that allows the CHO to collect the minimum required data elements and to meet other established minimum participation thresholds as set forth in Appendix C. Organization HMIS Participation Agreements . These systems may include CARES, AWARDS, and other data systems owned or operated by providers.
Project Exit	Data collection point indicating the element is required to be collected at every project exit. Elements collected at project exit must have an Information Date that matches the client’s Project Exit Date.
Record	Any paper or electronic file or document that contains PII.
Record Creation	Data collection point indicating the element is required to be collected when the client record is created. Elements collected at record creation should have one and only one value for each client in an HMIS.
Universal Data Elements	Client level data elements required for collection by all projects participating in HMIS, regardless of project type or funding source; specific elements are listed in the Data Quality Plan (Section 7. Data Quality Plan of these policies and procedures).

Update	Data collection point indicating that the element may be collected and entered into HMIS at multiple points during an enrollment in order to track changes over time. The system must be able to support a theoretically unlimited number of update records per enrollment. Each “update” requires the creation of a new record with a distinct Information Date.
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1.5. Policy Review and Amendment

Policy: The HMIS policies and procedures, including the Security Plan, Disaster Plan, and Privacy Policy, must comply with HUD regulations and/or technological changes. Updates to the policies and procedures must be reviewed and approved by the Steering Committee annually and within six months of any changes to the system management process, the data warehouse software, the methods of data exchange, or any HMIS data or technical requirements issued by HUD. The HMIS Lead is responsible for implementing the changes within six months of final approval by the Steering Committee.

Procedure: The HMIS Lead will review the policies and procedures annually and at the time of any change to the system management process, the data warehouse software, the methods of data exchange, or any HMIS data or technical requirements issued by HUD. In the event that changes are required to the HMIS policies and procedures, the HMIS Lead will develop recommendations to the Data Management Committee for review, modification, and approval. The Data Management Committee will present the Steering Committee with recommended changes to the policies and procedures, and the new policies and procedures will be reviewed, modified, and voted on by the Steering Committee. The HMIS Lead will modify practices, documentation, and training material to be consistent with the revised policies and procedures within six months of approval.

1.6. Data Ownership

Policy: The HMIS Lead shall manage the data that is maintained in the NYC HMIS Data Warehouse and will have access to all data entered by CHOs. The Steering and Data Management Committees will have access to aggregated and/or otherwise de-identified data that have met quality assurance standards as stipulated by HMIS Lead staff.

Procedure: The HMIS Lead has established a hierarchy of access to data for the HMIS Project.

The hierarchy begins with the client who can, at any time, submit a written request to the organization that uploaded his or her data to revoke his or her consent to provide personal information to the CHO’s project-level HMIS-compliant system and/or the Data Warehouse. If the client wishes to have the data removed from the Data Warehouse, the CHO HMIS Administrator must submit a written request to that effect to the HMIS Lead Project System Administrator. Written requests may be completed by email. All requests for data removal from the Data Warehouse that follow this protocol will be honored by the HMIS Lead.

Secondly, the CHO that enters data has the ability to request for review any data within the Data Warehouse that they have uploaded as a CHO.

Last, the HMIS Lead has ownership of the data within the Data Warehouse solely for the purposes outlined within these policies and procedures, namely:

- The aggregation of data for reporting across two or more projects at the community level;
- Monitoring and analyzing data quality and project performance; and
- Other purposes, such as grant applications, research, and education material, deemed consistent with the uses and disclosures described in the HMIS Privacy Policy in **Section 6. Privacy Policy** of these policies and procedures.

The HMIS Lead will not at any time change, distribute or delete data within CHO’s projects without the direct instruction of the CHO in question, except in the specific instances outlined in Section 6.7. and only according to the procedures outlined therein.

Though the data collected and packaged from the Data Warehouse is often published and made available for use in grants, research and educational material, all such data aggregations and analysis belong to the HMIS Lead, not the entity, CHO, or individual who may be using that data for their own purposes. Such aggregations may be shared at any time with the CCoC, HUD, or their designees for purposes of monitoring and analyzing data quality or project performance.

If a project and/or organization withdraws from the NYC CCoC, all historical data associated with that project and/or the organization will be maintained in the Data Warehouse.

2. HMIS Lead Project Administration and Management

2.1. HMIS Lead Project Administration

Policy: The CCoC is responsible for HMIS Project oversight and implementation and for designating a HMIS Lead Agency to manage HMIS Project and Data Warehouse operations on its behalf, including entering and maintaining contracts with the HMIS software provider for the purposes of operating and overseeing the HMIS Data Warehouse. Policy decisions must be approved by the Steering Committee of the CCoC.

The HMIS Lead is not responsible for contracts between CHOs and their project-level HMIS-compliant system software providers, if such contracts exist. CHOs are responsible for ensuring any systems from which they upload data meet the minimum requirements outlined in **Section 3.3 Technical Requirements** of these policies and procedures.

2.1.1. CCoC Responsibility

Procedure: The CCoC is the lead planning group for HUD-funded efforts to end homelessness and for implementing and operating a homeless CoC system in NYC. As such, and per HUD policy, the CCoC is responsible for HMIS Project oversight and implementation, which encompasses planning, administration, software selection, managing the HMIS Data Warehouse in compliance with HMIS Standards, and reviewing and approving of all policies, procedures, and data management plans governing CHOs.

The CCoC's oversight and governance responsibilities are carried out by its Steering Committee, based on recommendations by the Data Management Committee, whose function is to provide support and recommendations to the CCoC Steering Committee based on the HMIS regulations and standards set forth by HUD and the implementation of the HMIS policies and procedures. The Data Management Committee will schedule monthly meetings unless it is determined that a meeting in a particular month is not necessary.

2.1.2. Project Management

Procedure: The CCoC has designated DHS as the HMIS Lead Agency to manage HMIS Data Warehouse operations on its behalf and to provide HMIS Project administrative functions at the direction of the CCoC, through its Steering Committee.

The HMIS Lead exercises these responsibilities as specified in these Policies and Procedures, which have been prepared at the direction of the CCoC Steering Committee. These responsibilities are contingent on continued receipt of the appropriate HUD grant funding, and are as follows:

- Governance and Reporting
- Planning and Policy Development
- Grant Administration
- System Administration
- End-User Administration
- Data Quality and Compliance Monitoring

The DHS Assistant Commissioner of Research and Data Analytics (RDA) maintains ultimate responsibility for all administrative decisions related to the HMIS.

The current HMIS Lead MOU, posted on the NYC CCoC website <http://www.nychomeless.com>, contains the most complete, up-to-date description of the above-listed responsibilities of the HMIS Lead as project managers of the HMIS and the tasks described therein are incorporated into these Policies and Procedures by reference.

2.1.3. HMIS Lead Relationship with FTS

Procedure: The HMIS Lead enters into an annual contract with FTS to provide the NYC HMIS Data Warehouse, report servers and support which will enable the HMIS Lead to maintain compliance with the HUD HMIS requirements. The HMIS Lead also contracts with FTS to provide training related to the NYC HMIS.

The HMIS Lead will host bi-weekly calls with FTS's Director of Client Services Division to coordinate management of issues related to the Data Warehouse and report server, changes to the HMIS, and progress of solutions being undertaken by FTS.

The annual contract between FTS and the HMIS Lead will be reviewed by NYC DHS RDA, NYC DHS OIT and DHS Legal and a copy will be provided to OIT and DHS Legal upon execution.

2.2. Data Warehouse Management Roles and Responsibilities

Policy: The HMIS Lead is responsible for the day to day operations of the HMIS Project and the Data Warehouse. All Data Warehouse End Users must be trained on appropriate use of the Data Warehouse and must sign the Data Warehouse End User Agreement in order to receive access to the system. Corrective action must be taken if a breach of said Agreement is discovered.

2.2.1. HMIS Project System Administration and Management

Procedure: The DHS Director of Planning, Development and Grants serves as the HMIS Lead System Administrator and is thus the central point of contact for matters related to the HMIS Project and the Data Warehouse. The HMIS Lead System Administrator serves as co-chair of the Data Management Committee. This position also liaises with FTS to ensure the Data Warehouse is functioning correctly and to make changes to the report server.

The HMIS Lead, under the direction of the HMIS Lead System Administrator, runs reports and monitors data quality and addresses technical issues.

2.2.2. HMIS Lead Security Officer

Per the policies and procedures in **Section 4. HMIS Security Plan**, the HMIS Lead must designate an HMIS Lead Security Officer. In order to ensure that all security-related matters are maintained in a single document for ease of review, the roles and responsibilities of the HMIS Lead Security Officer are described in **Section 4. HMIS Security Plan**. This section specifically describes the relationship of the HMIS Lead Security Officer to the other Data Warehouse management and administrative staff.

Procedure: Due to the organizational structure of DHS, the HMIS Lead Security Officer may operate under the direction of the HMIS Lead System Administrator, or may not, depending on the individual named to fulfill these responsibilities at any given time. In cases where the HMIS Lead Security Officer does not operate under the express direction of the HMIS Lead System Administrator, the two positions must work closely together on any HMIS security matter and the HMIS Lead Security Officer must inform the HMIS Lead System Administrator about any security-related action taken or recommendation made. To ensure coordination, the HMIS Lead Security Officer may not communicate directly with CHOs or FTS without the

knowledge of the HMIS Lead System Administrator, unless the HMIS Lead Security Officer is investigating an issue related to the HMIS Lead System Administrator.

The HMIS Lead Security Officer must perform the duties outlined in these policies and procedures consistent with DHS Chief Information Officer (CIO) directives, HMIS Project administrative decisions made by the Assistant Commissioner of Research and Data Analytics and by HMIS Project policy decisions made by the CCoC Steering Committee.

2.2.3. Data Warehouse End Users

Procedure: CHO HMIS Administrators will recommend new End Users of NYC HMIS Data Warehouse to the HMIS Lead System Administrator (or designee). CHO HMIS Administrators will recommend the user group providing only the privileges necessary for that user's work. The HMIS Lead System Administrator will review all requests for access to the Data Warehouse to ensure access to PII is restricted to those employees who need such information to perform their official duties in connection with the administration of DHS projects.

Upon approval by the HMIS Lead System Administrator (or designee), each new user of the Data Warehouse will be issued a username and password and assigned a user group and permissions that determine which modules/features of the NYC HMIS will be available to that user. The HMIS Lead System Administrator (or designee) will assign the user group and privileges based on CHO HMIS Administrators' recommendations. The permission types are defined as:

- Internal Audit messages
- Project Chart Access
- Data Entry/Access
- Exception Overrides

The System Administrator will not allow access to the Data Warehouse by individuals who have not completed the following trainings:

- Training on the HMIS privacy, data collection, and security policies and procedures: these trainings will be offered by the HMIS Lead to all CHO HMIS Administrators (see also **Section 3.7 Training Requirements**); and
- Training on use of the Data Warehouse: these trainings may be offered in group or individual settings remotely or in-person and will cover all material in the Data Warehouse User Guide (Appendix A).

Existing End Users must complete the above trainings within six months of the effective date of these policies and procedures. The HMIS Coordinator will retain a log of each Data Warehouse End User, including the name, CHO, user group, and date training was completed.

Details about how to create a new user in the system and assign appropriate permissions can be found in the Data Warehouse User Guide (Appendix A).

2.2.4. Data Warehouse End User Agreements

Procedure: Any individual granted login credentials to the Data Warehouse will sign a Data Warehouse End User Agreement Form (Appendix B) indicating that he or she has received the appropriate training and has read, understood and agrees to fulfill all of the obligations contained in the HMIS policies and procedures.

Each new Data Warehouse End User must have a NYC HMIS Data Warehouse User Agreement signed prior to being granted access to the system. The HMIS Coordinator will retain the signed Data Warehouse End User Agreement (Appendix B) forms for a period of at least five years, or as long as the individual retains Data Warehouse log-in credentials.

All Data Warehouse End Users are responsible and accountable for safeguarding information assets from unauthorized modification, disclosure, and destruction. The CCoC considers unauthorized use or disclosure of HMIS information to be a serious matter and any Data Warehouse users found to be in breach of their Data Warehouse User Agreements will be subject to penalties or sanctions including:

- The loss of use or limitation on the use of HMIS and other office and technology resources;
- Adverse employment actions, including dismissal; and
- Civil and/or criminal prosecution and penalties.

The HMIS Lead is responsible for pursuing breaches of its User Agreements with appropriate DHS or CHO personnel. Users in violation of these agreements will be disciplined according to the disciplinary policies of their employers, in the event that they are CHO or DHS employees or volunteers, or according to the terms of their contracts, in the event that they are vendors or consultants.

2.3. HMIS Lead Communications

Policy: The HMIS Lead System Administrator is responsible for relevant and timely communication with each CHO on matters related to the HMIS Project or the Data Warehouse.

Procedure: Each CHO is required to identify a CHO HMIS Administrator to serve as a single point of contact between CHO End Users and the HMIS Lead (see **Section 3.2.2 CHO HMIS Administrator** of these policies and procedures) on matters relating to HMIS. Each CHO is also required to identify a CHO HMIS Security Contact, which may be the same individual as the CHO HMIS Administrator, to liaise between CHO End Users and the HMIS Lead on matters specifically related to HMIS security (see **Section 4.2 HMIS Lead Security Officer and CHO HMIS Security Contact** of these policies and procedures). The HMIS Lead System Administrator (or the HMIS Lead Security Officer, with the knowledge of the HMIS Lead System Administrator) will communicate with the CHO HMIS Administrator for all HMIS-related issues, including security issues. Security issues will also be communicated to the CHO HMIS Security Contact.

Communication will be via email, telephone, the NYC CCoC listserv (<http://www.cucs.org/nyccocreistration>), and at the Data Management Committee and Steering Committee meetings. In addition, the HMIS Lead posts announcements, resources and other related information on the NYC CCoC website (<http://www.nyhomeless.com>).

CHOs should channel communication with the HMIS Lead about the HMIS (including system-wide policies and procedures, individual project-level HMIS-compliant system functionality, and data warehouse functionality) through their CHO HMIS Administrators and CHO HMIS Security Contacts, as appropriate.

2.4. Access Location

Policy: Regardless of where or how individuals access the Data Warehouse or project-level HMIS-compliant systems, these policies and procedures apply. The same privacy, security, and system access measures need to be applied at office work stations, in the field, or when connecting by remote access.

Procedure: All policies, procedures, and standards will be enforced regardless of the location of the computer or other device that collects or maintains data that will be or has been uploaded to the Data Warehouse. Because the Data Warehouse and some system-level HMIS-compliant systems are web-enabled software, users may access data from locations other than the HMIS Lead or CHO sites. If such a connection is made, the same levels of security must be applied and client confidentiality must be maintained.

2.5. CHO Grievance against HMIS Lead

Policy: CHOs will contact the HMIS Lead System Administrator to resolve any concerns with the policies, procedures, or operations of the HMIS Project.

Procedure: The HMIS Lead is responsible for the operation of the HMIS Project and for implementing these policies and procedures. Any problems with these policies or the requirements the HMIS Lead has imposed upon a specific CHO are to be discussed with the HMIS Lead. CHOs will bring any grievances to the attention of the HMIS Lead Project System Administrator.

If these problems cannot be resolved by the HMIS Lead System Administrator, the HMIS Lead System Administrator will take them to the Assistant Commissioner of Research and Data Analytics. If these problems cannot be resolved by the Assistant Commissioner of Research and Data Analytics, the Assistant Commissioner will take them to the Data Management Committee, and finally to the Steering Committee.

The Steering Committee shall have the final say in all matters regarding the HMIS Project.

2.6. HMIS Lead Grievance against FTS/HMIS Vendor

Policy: HMIS Lead will contact the HMIS Vendor Lead to resolve any concerns with the policies, procedures, or operations of the HMIS Project.

Procedure: The HMIS Lead is responsible for the operation of the HMIS Project and for implementing these policies and procedures. Any problems with these policies or the requirements the HMIS Vendor has imposed are to be discussed with the HMIS Lead.

If these problems cannot be resolved, the HMIS Lead will take them to the Data Management Committee, and finally to the Steering Committee.

The Steering Committee shall have the final say in all matters regarding the HMIS Project.

2.7. Client Grievance against HMIS Lead

Policy: Clients who believe that their data have been compromised by the HMIS Lead in a way that violates these policies and procedures must address the concern through the Grievance Committee of the NYC CCoC.

Procedure: Clients with a grievance against DHS as the HMIS Lead will address their concerns through the Grievance Committee of the CCoC. Individuals will submit grievances in writing to the co-chairs. The co-chairs will pass the grievance to the Grievance Committee, which will review it and make a recommendation back to the co-chairs. The co-chairs will make the final decision about the outcome and notify the individual.

The DHS Co-Chair of the NYC CCoC will recuse him/herself to avoid a conflict of interest at any hearing related to a grievance against DHS in its capacity as the HMIS Lead.

Clients with grievances against individual CHOs, or wishing to request access to their data stored in the HMIS Project, must bring these matters to the CHO with which they have the grievance or from which they wish to request data. The HMIS Lead will not manage such requests.

2.8. User Guide

Policy: The HMIS Lead is responsible for maintaining an up-to-date user guide for the Data Warehouse detailing how to complete basic upload and reporting operations.

Procedure: The HMIS Lead will ensure that the most up-to-date Data Warehouse User Guide is maintained as Appendix A of these policies and procedures.

2.9. Data Warehouse Availability

Policy: In the event of planned server downtime, the HMIS Coordinator will inform agencies as much in advance as possible in order to allow CHOs to plan their uploads accordingly.

Procedure: It is the intent of the HMIS Lead and FTS that the NYC HMIS Data Warehouse will be available 24 hours a day, 7 days a week, 52 weeks a year to incoming connections. However, no computer system achieves 100% uptime. In the event of planned server downtime, the HMIS Coordinator will inform CHOs via email in advance. In the event unplanned service interruptions, FTS will contact the HMIS Lead Project System Administrator, who will in turn contact CHO HMIS Administrators via email to inform them of the cause and expected duration of the interruption. FTS will notify the HMIS Lead Project System Administrator, who will in turn notify CHO HMIS Administrators via email, when normal service resumes.

The HMIS Coordinator will log all downtime, planned and unplanned, for purposes of system evaluation.

2.10. Data Warehouse Technical Support

Policy: The HMIS Lead is responsible for ensuring that timely technical support is available for all users of the Data Warehouse. Any technical issues with the Data Warehouse must be communicated to the HMIS Coordinator to facilitate prompt response and ensure interruptions in service can be communicated to all affected users quickly. CHO AWARDS users may also report technical challenges directly to FTS. The HMIS Lead is not responsible for technical support of any hardware or software employed by CHOs for the purposes of their project-level HMIS-compliant systems.

Procedure: In the event of technical issues with the Data Warehouse (i.e. not the project-level HMIS-compliant system), CHO HMIS Administrators will follow the procedures outlined below, depending on the project-level HMIS-compliant system they are operating.

CHO HMIS Administrators of non-AWARDS systems will contact the HMIS Coordinator by phone or email for technical support. S/he will work with CHO to resolve any issues and will forward the issue to FTS on behalf of the CHO if necessary. CHO HMIS Administrators should be prepared to share the CSV file and any other relevant information that may assist the HMIS Coordinator and/or FTS staff in resolving the issue.

CHO HMIS Administrators of AWARDS systems will follow the process for the FTS online help desk established in the Data Warehouse User Guide (Appendix A). In addition, the CHO HMIS Administrator will notify the HMIS Coordinator by email of the submission of a help desk request. The HMIS Coordinator will determine the extent to which the request must be monitored and/or the information shared with other users.

3. CHO HMIS Participation Policies

3.1. Participation Agreements and Certifications

Policy: Each CHO must execute an **Appendix C. Organization HMIS Participation Agreement** with the HMIS Lead annually. Any organization wishing to begin uploading to the Data Warehouse will have to sign the **Appendix C. Organization HMIS Participation Agreement** before it will be allowed to upload to the Data Warehouse.

The **Appendix C. Organization HMIS Participation Agreement** will cover all projects uploading data from the CHO, regardless of whether the project receives federal or other funds that require participation in HMIS or is voluntarily uploading data.

In order to be considered an HMIS participating project for purposes of HUD or other federal, state, or local agency requirements, each of the CHO's projects must:

1. Collect all data elements required for the project as specified in **Section 7. Data Quality Plan** of these policies and procedures.
2. Enter client-level data for each required data element into the project-level HMIS-compliant system within 3 business days of client interaction.

- 3. Complete an upload of all required data elements to the Data Warehouse within the first 10 business days of each month, as per the standards set in the **Section 7. Data Quality Plan** of these Policies & Procedures.
- 4. Ensure that the data uploaded to the Data Warehouse meet the data quality standards set forth in **Section 7. Data Quality Plan** of these policies and procedures.
- 5. Operate as a project of a CHO that is otherwise abiding by the terms of the **Appendix C. Organization HMIS Participation Agreement**, including all requirements related to privacy and security.

Procedure: Within 6 months of the effective date of these policies and procedures, and annually thereafter, the HMIS Lead will coordinate with each current CHO to develop and execute an **Appendix C. Organization HMIS Participation Agreement**. Agencies wishing to begin uploading subsequent to the effective date of these policies and procedures will work with the HMIS Lead to develop and execute **Appendix C. Organization HMIS Participation Agreement** prior to any upload to the Data Warehouse.

The terms of the **Appendix C. Organization HMIS Participation Agreement** may differ between CHOs or change over time and, as long as the recitals are consistent with these policies and procedures, they are not subject to review and approval by the CCoC Steering Committee. Each CHO will be held to the terms of the **Appendix C. Organization HMIS Participation Agreement** most recently executed by the CHO and the HMIS Lead.

Each CHO will be required to certify current or pending compliance with these policies and procedures using two certification checklists and one data collection form for each participating project that will all be incorporated into the **Appendix C. Organization HMIS Participation Agreement** by reference and compliance certified annually at the time of the execution of the Agreement. These certifications will be signed by appropriately authorized staff, as indicated on each certification form. The checklists will cover the following topics:

Administrative and Software Certification (Appendix D)

- CHO maintains a policy for granting access to its project-level HMIS-compliant systems End Users consistent with the minimum requirements set forth in **Section 3.6 CHO End Users** of these policies and procedures and is in compliance with said policies and procedures.
- CHO maintains an HMIS privacy policy consistent with the privacy standards set forth in **Section 6. Privacy Policy** of these policies and procedures and is in compliance with said policies and procedures.
- CHO’s project-level HMIS-compliant system meets the technical requirements set forth in **Section 3.3. Technical Requirements** of these policies and procedures.

Security Certification Checklist (Appendix E)

CHO is in compliance with the security standards set forth in **Section 4. HMIS Security Plan**

Project Information Form (Appendix F)

One form must be completed for each participating project and updated annually.

The forms required to certify Administrative/Software compliance and Security compliance are provided in Appendix D and E, respectively. The Project Information Form is provided in Appendix F.

The HMIS Lead Agency will maintain a file of all active **Appendix C. Organization HMIS Participation Agreements** and will ensure that the certifications are updated at least annually.

3.2. Administrative Roles and Responsibilities

Policy: Each CHO must designate an Executing Officer, a CHO HMIS Administrator, and a CHO HMIS Security Contact. (One individual may fulfill more than one role). These individuals must be aware of the designation and their responsibilities in the role. Each individual fulfilling these roles must have an email address. Any

changes to the name or contact information for these roles must be communicated to the HMIS Lead within 15 business days of the change. These designations must be reviewed annually through the **Appendix C. Organization HMIS Participation Agreement** certification update process.

Each CHO must maintain written documentation outlining the roles and responsibilities of these designations, consistent with these policies and procedures and its Participation Agreement, including protocols for internal communication regarding HMIS Project issues.

3.2.1. CHO Executing Officer

Procedure: Each CHO will designate the executing officer (e.g. Executive Director or Chief Executive Officer) who has authorization to execute the **Appendix C. Organization HMIS Participation Agreement**, designate the CHO HMIS Administrator and CHO HMIS Security Contact, and certify CHO compliance with these policies and procedures. This individual is expected to be an authorized signer for the CHO.

This designation will be made in the Administrative and Software Certification (Appendix D) document and will be certified annually. The CHO will provide an email address for the executing officer. Any changes to the individual assigned to serve as the Executing Officer or contact information will be communicated to HMIS Lead Project System Administrator within 15 business days of the change.

The HMIS Lead will maintain a list of all executing officer email addresses. All correspondence related to the **Appendix C. Organization HMIS Participation Agreement** will be sent to the Executing Officer.

3.2.2. CHO HMIS Administrator

Procedure: Each CHO Executing Officer will designate one staff person (which may be him or herself) and a backup to function as the NYC CHO HMIS Administrator, and this person's name and contact information will be updated annually. The designation of this individual will be made in **the Appendix D. Administrative and Software Certification Checklist**. The duties of the CHO HMIS Administrator will be included in the individual's job description or **Appendix D. Administrative and Software Certification Checklist**, and signed by the CHO HMIS Administrator to indicate understanding and acceptance of these responsibilities.

The CHO HMIS Administrator will serve as a single point of access between the End Users at the CHO and the HMIS Lead on HMIS issues. This person will be responsible for ensuring the CHO is performing quality checks on participating projects' data, errors in the data are corrected, oversight of CHO End Users, and data from each of the organization's participating projects are uploaded to the HMIS within the first ten business days of each month.

The CHO HMIS Administrator will be the channel through which the HMIS Lead will communicate information regarding updated policies and procedures, data quality performance, and other related issues. The CHO HMIS Administrator is responsible for communicating the information to his/her organization, as appropriate.

CHO HMIS Administrators will be aware of the sensitivity of client-level data and take appropriate measures to prevent its unauthorized disclosures. CHO HMIS Administrators are responsible for protecting institutional information to which they have access and for reporting security violations to the appropriate authority.

Other responsibilities of the CHO HMIS Administrator may include, but are not limited to:

- Providing a single point of communication between the End Users and the HMIS Lead around HMIS issues
- Ensuring the stability of the CHO connection to the internet and the Data Warehouse, either directly or in communication with other technical professionals

- Training CHO End Users in CHO data collection, security and privacy policies and procedures, and assuring End Users receive any requisite training provided by HMIS Lead for End Users
- Providing support for the generation of CHO reports
- Managing CHO end user licenses
- Monitoring compliance with standards of client confidentiality and data collection, entry, and retrieval
- Participating in CHO HMIS Administrators training and regular meetings

The minimum required responsibilities of the CHO HMIS Administrator will be detailed in the **Appendix C. Organization HMIS Participation Agreement**. The designation of the CHO HMIS Administrator will be made in the Administrative and Software Certification (Appendix D) document and will be reviewed annually. The CHO will provide an email address for the CHO HMIS Administrator. Any changes to the individual assigned to serve as the CHO HMIS Administrator or contact information will be communicated to HMIS Lead System Administrator within 15 business days of the change.

The HMIS Lead will maintain a list of all CHO HMIS Administrator email addresses.

3.2.3. Security Contact

Per the policies and procedures in **Section 4. HMIS Security Plan**, each CHO will designate a CHO HMIS Security Contact. In order to ensure that all security-related matters are kept together in a single document for ease of review, the roles and responsibilities of the CHO HMIS Security Contact are described in **Section 4. HMIS Security Plan**. This section specifically describes the process of designating the Security Contact and making any updates to that designation.

Procedure: The designation of the Security Contact will be made in the Security Certification document and will be reviewed annually. The CHO must provide an email address for the Security Contact. Any changes to the individual assigned to serve as the CHO HMIS Security Contact or that individual's contact information must be communicated to HMIS Lead System Administrator within 15 business days of the change.

The HMIS Lead will maintain a list of all CHO HMIS Security Contact email addresses.

3.2.4. CHO Communications

Procedure: Each CHO will maintain a written policy detailing its internal communication practices for HMIS matters. Minimally, the policy must state that individual CHO End Users must communicate all HMIS Project or Data Warehouse matters to the CHO HMIS Administrator and all HMIS security matters to the CHO HMIS Security Contact, in addition to the CHO HMIS Administrator. The policy must further state that the CHO HMIS Administrator is responsible for communicating to all CHO End Users any HMIS information that is relevant to the End User.

Each CHO will indicate in **Appendix D. Administrative and Software Certification Checklist** whether or not such a policy exists and has been communicated to all staff. If such a policy does not exist at the time of execution of the **Appendix C. Organization HMIS Participation Agreement**, or at the time of the annual certifications thereafter, the CHO must establish a date not later than three months from the certification date by which such a policy will be developed and implemented.

The process for communicating with the HMIS Lead is outlined in **Section 2.3 HMIS Lead Communications** of these policies and procedures.

3.3. Technical Requirements

Policy: Each CHO is responsible for maintaining a project-level HMIS-compliant system for every project required to participate in HMIS and any other project voluntarily participating in HMIS.

3.3.1. Technical Standards for Project-level HMIS-compliant Systems

Procedure: The client data collection system employed by each project uploading data to the Data Warehouse must:

- Be a relational database capable of recording client data from a limitless number of service transactions and preserving all required historical data as outlined in **Section 7. Data Quality Plan** of these policies and procedures and the HUD HMIS Data Standards in effect at the time of the adoption of these Policies and Procedures;
- Have the capacity to collect data on system use for the purposes of data quality and security, including login attempts, search parameters, and incidents of changes made to records;
- Have the capacity to collect all project descriptor, universal, and program-specific data elements as specified in **Section 7. Data Quality Plan** of these policies and procedures;
- Have the capacity to meet technical security requirements specified in **Section 4. HMIS Security Plan** of these policies and procedures and technical privacy requirements specified in **Section 6. Privacy Policy** of these policies and procedures; and
- Have the capacity to transfer data directly to the Data Warehouse or export a CSV file of all required data elements consistent with current HUD HMIS CSV Format documentation for the purposes of upload to the Data Warehouse.

Each CHO will indicate in **Appendix D. Administrative and Software Certification Checklist** whether or not its project-level system meets all of the above requirements. If the system does not meet each of these requirements at the time of execution of the **Appendix C. Organization HMIS Participation Agreement**, or at the time of the annual certifications thereafter, the CHO must establish a date not later than three months from the certification date by which each instance of non-compliance will be resolved. An updated **Appendix D. Administrative and Software Certification Checklist** form indicating full compliance must be provided to the HMIS Lead by the target date or the CHO will be considered to be in violation of the terms of the **Appendix C. Organization HMIS Participation Agreement**.

The HMIS Lead is not responsible for technical support of any hardware or software employed by CHOs for the purposes of their project-level HMIS-compliant systems.

3.3.2. Data Upload Hardware/Software requirements

Procedure: Once a CHO project is set up in the Data Warehouse (according to the procedures described in **Section 3.4 CHO and Project Activation** of these policies and procedures), all that is needed to upload to the Data Warehouse is an internet connection. Any provider not using AWARDS must be able to create CSV files according to HUD's specifications.

In order for the HMIS Lead to maintain awareness of any technical issues affecting CHOs, CHOs must communicate any Data Warehouse issues to the HMIS Coordinator, according to the procedures specified in **Section 2.9 Data Warehouse Technical Support** of these policies and procedures within 3 business days of the onset of the issues.

3.4. CHO and Project Activation

Policy: Once the HMIS Lead has received a completed **Appendix C. Organization HMIS Participation Agreement** and all required certifications as specified in **Section 3.1 Participation Agreements and Certifications** of these policies and procedures, the HMIS Lead will set up new CHOs and projects in the Data Warehouse and create a username for the CHO HMIS Administrator, if needed.

Procedure: CHOs that are already participating in the NYC HMIS and want to add a project must notify the HMIS Lead. In order to set up a new project for new and existing CHOs, the following steps will be taken:

1. The CHO will complete the Project Information Form, Appendix F to these policies and procedures, to provide all relevant program descriptor data elements and request implementation.
2. The CHO will work with the HMIS Coordinator to review Appendix F, data quality and confirm that the project is ready to upload data.
3. The CHO will set up the project in AWARDS. For new projects, the HMIS project name must match the project name in the HUD, HPD, OTDA, OASAS, OMH, DHS or other funder contract. The setup will be reviewed by the HMIS Coordinator prior to the initial upload.

CHOs must not upload new projects to the NYC HMIS without prior approval from the HMIS Coordinator.

During the first quarter of a new project’s activation, the project will be in a probationary period. During this period, if it fails to meet the requirement to complete monthly uploads or to meet the data quality standards outlined in **Section 7. Data Quality Plan** of these policies and procedures it will not be considered in violation of the **Appendix C. Organization HMIS Participation Agreement** because the CCoC recognizes that a new CHO may require some time to comply with these requirements. All data quality standards for the first quarter of data must be met by the conclusion of the first quarter.

3.5. Project Naming Requirements

Policy: All organizations and projects in the Data Warehouse will be named in a consistent and standardized manner.

Procedure: For new projects, the HMIS project name must match the project name in the HUD, HPD, OASAS, OTDA, OMH, DHS or other funder contract. The suggested naming convention is “CHO Name_ProjectName_Funding Source”.

3.6. CHO End Users

Policy: Each CHO must determine which of its employees need access to the project-level HMIS-compliant system. CHOs may establish user levels as they wish, so long as the levels include a distinction between an End User and an Administrative User, who has permissions to create new users, change permissions, or modify the user interface for the project-level HMIS-compliant system. End Users must sign End User agreements before being granted access to the project-level HMIS compliant system, and Data Warehouse End Users must also sign a Data Warehouse End User Agreement (Appendix B) in order to receive access to the NYC HMIS. Corrective action will be taken when a breach of said Agreement is discovered.

3.6.1. User Levels and Activation

Procedure: Each CHO will maintain a written policy detailing its management control over access authorization, user levels, and process for activating a new user. The CHO HMIS Administrator must be an administrative user.

CHO HMIS Administrators will assign user levels and activate new users only when they have signed a CHO User Agreement as specified in Section **3.6.2 CHO User Agreement** of these policies and procedures and have completed all required training for their user level as specified in **Section 3.7 Training Requirements** of these policies and procedures.

Each CHO will indicate in the Administrative and Software Certification (Appendix D) whether or not such a policy exists. If such a policy does not exist at the time of execution of the **Appendix C. Organization HMIS Participation Agreement**, or at the time of the annual certifications thereafter, the CHO must establish a date not later than three months from the certification date by which such a policy will be developed and implemented. A copy of the policy must be available to the HMIS Lead by the target date or the CHO will be considered to be in violation of the terms of the **Appendix C. Organization HMIS Participation Agreement**.

3.6.2. CHO End User Agreement

Procedure: Prior to being granted access to any project-level HMIS-compliant system, each new End User must sign a CHO End User Agreement indicating that he or she has received all required HMIS training (see **Section 3.7 Training Requirements**) and has read, understood and agrees to fulfill all of the obligations contained in these policies and procedures. Within six months of the effective date of these policies and procedures, all existing users must sign a CHO End User Agreement. An example of such an End User Agreement is provided in **Appendix G. Example NYC HMIS Project End User Agreement**. CHOs may modify the example End User Agreement to include additional user requirements relevant to their specific system or operations, as long as the provisions do not conflict with or omit any of the provisions of the example End User Agreement.

Each CHO HMIS Administrator will be responsible for the distribution, collection and storage of signed CHO End User Agreements. The signed CHO End User Agreements are subject to inspection at any time by the CCoC, through the HMIS Lead or Data Management Committee.

Each CHO will indicate in the **Appendix D. Administrative and Software Certification Checklist** whether or not such a CHO End User Agreement exists, whether or not all users have signed the Agreement, and to make available an unsigned sample copy of the Agreement (unless the CHO has adopted the example End User Agreement). If such an Agreement does not exist or not all current users have signed the Agreement at the time of execution of the **Appendix C. Organization HMIS Participation Agreement**, or at the time of the annual certifications thereafter, the CHO must establish a date not later than three months from the certification date by which an appropriate CHO End User Agreement will be developed and implemented. An unsigned sample copy of the CHO End User Agreement and an updated **Appendix D. Administrative and Software Certification Checklist** form indicating full compliance must be provided to the HMIS Lead by the target date or the CHO will be considered to be in violation of the terms of the **Appendix C. Organization HMIS Participation Agreement**.

3.6.3. CHO End User Agreement Breach

Procedure: A user who breaches the terms of the CHO End User Agreement will face the sanctions specified by his/her CHO. However, any breaches related to security or privacy must be reported to the HMIS Lead within 3 business days of discovery. These breaches will be dealt with on a case by case basis. Penalties may include, but are not limited to, temporary or permanent ban from using project-level HMIS-compliant system and legal action.

Each CHO will develop and implement a written policy for managing a breach of the User Agreement. The CHO HMIS Administrator should use all reasonable measures to ensure staff complies with these policies and procedures. At minimum, CHOs will inform users that unauthorized use or disclosure of PII is considered a serious matter and will result in penalties or sanctions, which may include:

- The loss of use or limitation on the use of the project-level HMIS-compliant system and other office and technology resources;
- Financial liability for the cost of such use;
- Adverse employment actions including dismissal; and
- Civil and/or criminal prosecution and penalties.

Each CHO will indicate in the **Appendix D. Administrative and Software Certification Checklist** whether or not such a policy exists. If such a policy does not exist at the time of execution of the **Appendix C. Organization HMIS Participation Agreement**, or at the time of the annual certifications thereafter, the CHO must establish a date not later than three months from the certification date by which such a policy will be developed and implemented. A copy of the policy must be available to the HMIS Lead by the target date or the CHO will be considered to be in violation of the terms of the **Appendix C. Organization HMIS Participation Agreement**.

3.7. Training Requirements

Policy: Each CHO is responsible for ensuring all End Users are appropriately trained on system use, privacy, security, and data collection requirements. The HMIS Lead will provide training to CHO HMIS Administrators and Security Contacts to ensure they are adequately trained to provide such trainings to their End Users. At the discretion of the HMIS Lead, additional trainings may be offered to CHO HMIS Administrators, Security Contacts, and other users.

Procedure: Each CHO will develop and implement appropriate training for all End Users on system use, privacy, security, and data collection requirements. To support this, the HMIS Lead will offer trainings and train-the-trainer sessions to all CHO HMIS Administrators and Security Contacts initially, prior to executing the **Appendix C. Organization HMIS Participation Agreement** and annually or as needed to review updates, changes, or to refresh users. The HMIS Lead may conduct additional trainings at its discretion.

At minimum, the trainings offered by the HMIS Lead will cover:

- Train-the-trainer on HMIS Basics: Privacy, security and data collection requirements as set forth in these policies and procedures
- HMIS for Administrators: Managing data quality and project performance management using HMIS
- HMIS for Security Contacts: In-depth security training

Other End Users may attend these sessions at the discretion of the HMIS Lead as outlined in the **Appendix C. Organization HMIS Participation Agreement**.

Each CHO is responsible for training all End Users on the use of its project-level HMIS-compliant system before the user is authorized to collect and enter data in the project-level HMIS-compliant system for upload to the Data Warehouse.

Each CHO will indicate in the **Appendix D. Administrative and Software Certification Checklist** whether or not each End User has received appropriate training on system use, privacy, security, and data collection requirements consistent with the train-the-trainer sessions provided by the HMIS Lead and these policies and procedures. If this has not occurred at the time of execution of the **Appendix C. Organization HMIS Participation Agreement**, or at the time of the annual certifications thereafter, the CHO must establish a date not later than three months from the certification date by which these trainings will be completed. An updated **Appendix D. Administrative and Software Certification Checklist** form indicating full compliance must be provided to the HMIS Lead by the target date or the CHO will be considered to be in violation of the terms of the **Appendix C. Organization HMIS Participation Agreement**.

3.8. Compliance

Policy: The HMIS Lead and CHOs must communicate frequently to ensure that requirements and obligations established in the **Appendix C. Organization HMIS Participation Agreement** are being met. Projects that demonstrate persistent non-compliance and do not demonstrate good faith efforts to resolve challenges will have their project participation suspended or terminated by the HMIS Lead according to the terms specified in the **Appendix C. Organization HMIS Participation Agreement**.

In the event of termination of project from the HMIS or the termination of the **Appendix C. Organization HMIS Participation Agreement** by either party, the project (or organization) will no longer be permitted to upload data to the HMIS. It will cease to be considered an HMIS participant for purposes of HUD or other federal, state, or local agency requirements. This may affect contractual relationships requiring participation in HMIS. All data entered into the Data Warehouse will remain an active part of the Data Warehouse.

3.8.1. Monitoring

Procedure: Monitoring of compliance with the terms of the **Appendix C. Organization HMIS Participation Agreement** and these policies and procedures is the responsibility of the HMIS Lead. The HMIS Lead will use the following mechanisms to complete this monitoring:

- Data quality reports as outlined in **Section 7. Data Quality Plan** of these policies and procedures to verify that all required data elements are being collected by the CHO and uploaded with the required frequency;
- Annual certifications, incorporated into **Appendix C. Organization HMIS Participation Agreement**, demonstrating that all End Users have signed an appropriate User Agreement, and that the organization maintains all policies and processes needed to meet all participation requirements; and
- Site visits and document reviews, at the discretion of the HMIS Lead and CCoC Data Management Committee.

CHOs are encouraged to communicate frequently with the HMIS Lead to reconcile reports coming from the Data Warehouse and from the project-level HMIS-compliant system. CHOs that are working to reconcile their policies with the requirements outlined in the certification documents are also encouraged to communicate frequently with the HMIS Lead as they make necessary corrections. Addressing issues as they arise will allow time for them to be fixed or for training or technical assistance to be provided well in advance of any reporting or certification deadline.

3.8.2. Contract Terminations Initiated by the CHO

Procedure: CHOs no longer wishing to participate in the NYC HMIS, in whole or for a specific project, must submit a letter to the HMIS Lead stating this intention and the effective date when participation will stop. The HMIS Lead will deactivate all relevant Data Warehouse users from that CHO on the specified date. All historical data entered into the Data Warehouse by that CHO or project will be maintained in the Data Warehouse. A CHO withdrawing from the HMIS may request an export of its data in CSV format.

If the project is required to participate in HMIS, the HMIS Lead will notify the Data Management Committee and the Steering Committee of the change in status. Projects for which there is no current, applicable **Appendix C. Organization HMIS Participation Agreement** will be subject to deductions during the annual project evaluation process and may be denied inclusion in the CCoC's application for HUD CoC Program funding.

In the event that the HMIS Lead discovers that a CHO or a specific project has ceased operations (i.e. clients are no longer receiving services through a specific project or any project of the organization) without notifying the NYC HMIS Lead and/or updating the status of its clients through a final upload to the Data Warehouse, the HMIS Lead will notify the HMIS Data Management Committee and the Steering Committee. Upon approval from the Steering Committee, the HMIS Lead will close all client records that were open at the time of the most recent upload by that CHO or project.

3.8.3. Contract Terminations of CHO Initiated by the HMIS Lead

Any CHO found to be in violation of the terms of the **Appendix C. Organization HMIS Participation Agreement** will be notified of this status in writing. Correspondence on this matter will be addressed to the CHO Executive Director and all such correspondence will be reported to the Data Management Committee. If violations cannot be resolved within 90 days of the date of this correspondence, the HMIS Lead may terminate the **Appendix C. Organization HMIS Participation Agreement**.

CHOs who dispute the HMIS Lead's assessment of compliance must submit a grievance through the Grievance Committee. In the event that resolution of a grievance extends beyond the 90-day window in

which the CHO must resolve its violations, the Grievance Committee will extend the window until the Grievance Committee delivers a decision.

In the event that the **Appendix C. Organization HMIS Participation Agreement** or a project within a CHO is to be terminated, the HMIS Lead will provide up to 30 days written notice to the CHO's Executive Director. The HMIS Lead may require that the CHO or project rectify any outstanding upload or client status matters before the termination is final and will inactivate all applicable Data Warehouse users from that CHO on the specified date. All historical data entered into the Data Warehouse by that CHO will be maintained in the Data Warehouse.

If the project is required to participate in HMIS, the HMIS Lead will notify the Data Management Committee and Steering Committee of the change in status. Projects for which there is no current, applicable **Appendix C. Organization HMIS Participation Agreement** will be subject to deductions in the annual project evaluation process and may be denied inclusion in the CCoC's application for HUD CoC Program funding.

3.8.5 Contract Terminations of FTS/HMIS Vendor Initiated by the HMIS Lead

Any HMIS Vendor found to be in violation of the terms of the **Appendix C. Organization HMIS Participation Agreement** will be notified of this status in writing. Correspondence on this matter will be addressed to the HMIS Vendor Executive Director and all such correspondence will be reported to the Data Management Committee. If violations cannot be resolved within 90 days of the date of this correspondence, the HMIS Lead may terminate the **Appendix C. Organization HMIS Participation Agreement**.

The HMIS Vendor who disputes the HMIS Lead's assessment of compliance must submit a grievance through the Grievance Committee. In the event that resolution of a grievance extends beyond the 90-day window in which the HMIS Vendor must resolve its violations, the Grievance Committee will extend the window until the Grievance Committee delivers a decision.

In the event that the **Appendix C. Organization HMIS Participation Agreement** with the HMIS Vendor is to be terminated, the HMIS Lead will provide up to 30 days written notice to the HMIS Vendor's Executive Director. The HMIS Lead may require that the HMIS Vendor or project rectify any outstanding uploads, reports, or client status matters before the termination is final and will inform all CHO Users that the HMIS System is being terminated on the specified date. All historical data entered into the Data Warehouse will be maintained in the Data Warehouse.

The HMIS Lead will notify all CHOs, the Data Management Committee, and Steering Committee of the change in status.

4. HMIS Security Plan

4.1 Goal and Purposes

The goal of the HMIS Security Policies and Procedures ("HMIS Security Plan") is to ensure that HMIS data are collected, used, and maintained in a confidential and secure environment at all times. The boundaries of the HMIS implementation are described in **Section 1. HMIS Overview** of these policies and procedures. The Security Plan applies to the HMIS Lead, the Data Warehouse, CHOs, and their project-level HMIS-compliant systems. Specific applicability is described in each policy within this security plan. This Plan applies to all Personally Identifiable Information (PII) collected for inclusion in the Data Warehouse or a project-level HMIS-compliant system or generated from the same, regardless of whether or not that data has been entered or uploaded into these systems and regardless of the format of the data (electronic or hard copy).

The NYC CCoC recognizes that agencies may have established their own security policies that meet the HUD security requirements and minimum standards set forth below. One purpose of this document is to outline those standards to all CHOs and define the parameters of compliance with these standards. The document is

not intended to supplant individual CHO security policies. As long as CHO policies and practices meet the minimum thresholds established in this plan, they may establish additional or more stringent security requirements for their project-level HMIS-compliant system. The other purpose of this document is to describe how the HMIS Lead and the Data Warehouse meet security requirements established in HUD's security standards.

4.2 HMIS Lead Security Officer and CHO Security Contact Roles and Responsibilities

Policy: The HMIS Lead must designate an NYC HMIS Security Officer. Each CHO must designate a NYC HMIS Security Contact who is responsible for ensuring each CHO is meeting the minimum security requirements established in the HMIS Security Plan and the **Appendix C. Organization HMIS Participation Agreement**, and is authorized by the Executing Officer of the CHO to provide verification of that status.

HMIS Lead Procedure: The HMIS Lead Security Officer is named in the HMIS Lead Security Certification checklist which must be updated at least annually. The contact information is incorporated into this Security Plan by reference. The duties of the HMIS Security Officer must be included in the individual's job description or HMIS Lead Security Certification, and signed by the HMIS Security Officer to indicate understanding and acceptance of these responsibilities. These duties include, but may not be limited to:

- Cooperatively with the HMIS Lead System Administrator, review the HMIS Security Plan annually and at the time of any change to the security management process, the data warehouse software, the methods of data exchange, and any HMIS data or technical requirements issued by HUD. In the event that changes are required to the HMIS Security Plan, work with the HMIS Lead System Administrator to develop recommendations to the Data Management Committee for review, modification, and approval.
- Annually review the HMIS Lead Security Certification document, test the HMIS Lead security practices for compliance, and work with the HMIS Lead System Administrator to coordinate communication with FTS to confirm security compliance of the Data Warehouse.
- Using the HMIS Lead Security Certification document, certify that the HMIS Lead adheres to the Security Plan or develop a plan for mitigating any shortfall, including milestones to demonstrate elimination of the shortfall over as short a period of time as is possible.
- Implement any approved plan for mitigation of shortfalls and provide appropriate updates on progress to the Steering Committee.
- Respond, in cooperation with the CHO HMIS Administrator, to any security questions, requests, or security breaches to the HMIS Lead System Administrator and HMIS Lead Security Officer, and for communicating security-related HMIS information relayed from HMIS Lead to the CHO's HMIS Security Contact.

CHO Procedure: Each CHO will provide the name and contact information of the CHO HMIS Security Contact at least annually in **Appendix E. Security Certification Checklist**. Changes to the individual named as the Security Contact that occur during the course of the year will be communicated via email to the HMIS Lead System Administrator and HMIS Lead Security Officer within fifteen business days of the change.

The HMIS Lead will maintain the name and contact information of the current Security Contact of each CHO on file. This file is considered part of the HMIS Security Plan and is incorporated by reference.

The duties of the Security Contact are included on **Appendix E. Security Certification Checklist**, and signed by the Security Contact to indicate understanding and acceptance of these responsibilities. These duties include, but may not be limited to:

- Annually review the **Appendix E. Security Certification Checklist**, test the CHO security practices for compliance, and work with appropriate vendors (where applicable) to confirm security compliance of the project-level HMIS-compliant system.

- Using the **Appendix E. Security Certification Checklist**, certify that the CHO adheres to the HMIS Security Plan or provide a plan for mitigating any shortfall, including milestones to demonstrate elimination of the shortfall over time.
- Communicate any security questions, requests, or security breaches to the HMIS Lead System Administrator and HMIS Lead Security Officer, and security-related HMIS information relayed from HMIS Lead to the CHO's End Users.
- Complete security training offered by the HMIS Lead.

Additional duties that may be incorporated in the **Appendix C. Organization HMIS Participation Agreement** on a case-by-case basis include:

- Provide security training to CHO's End Users based on Security training provided to the CHO HMIS Security Contact by the HMIS Lead.

Any security-related questions from CHO staff will be communicated to the HMIS Lead via the CHO HMIS Security Contact, consistent with **Section 2.3 HMIS Lead Communications** of these policies and procedures.

4.3 Compliance Review

Policy: The HMIS Lead is responsible for ensuring that the HMIS implementation is operated in accordance with HUD standards. The HMIS Lead is responsible for conducting a security review of the Data Warehouse annually and reporting any issues to the Steering Committee. Each CHO is responsible for conducting a security review annually and certifying that each participating project is in compliance with the NYC HMIS Security Plan and HUD standards. The CCoC, through the Data Management Committee or the HMIS Lead Agency, retains the right to conduct site visits to check compliance with the security policies and procedures and to verify self-certification of the CHOs.

HMIS Lead Procedure: The HMIS Lead Security Officer will test the HMIS Lead security practices and complete the HMIS Lead Security Certification document annually. The form will be submitted to the Data Management Committee for review. In the event that any items reviewed are not implemented in compliance with this Security Plan, the Data Management Committee must review and approve the HMIS Lead's plan for mitigating the shortfall, including benchmarks to demonstrate elimination of the shortfall over time. The Steering Committee is responsible for continued oversight of the HMIS Lead's alignment with the Security Plan.

CHO Procedure: Each CHO's Security Contact will be responsible for testing its security practices and completing the Security Certification document annually. This document is provided in **Appendix E. Security Certification Checklist**. This form will be included as **Appendix C. Organization HMIS Participation Agreement** (see **Section 3. CHO HMIS Participation Policies** of these policies and procedures). Failure to submit this form within 30 days of its due date in any given year will, like any violation of these policies and procedures, require the organization to undergo graduated sanctions that may render the organization ineligible to receive HMIS reimbursement for that year and could include loss of funding.

Each CHO will indicate in the Security Certification whether or not it meets each of the requirements outlined in the Security Plan. If a requirement is not met at the time of execution of the **Appendix C. Organization HMIS Participation Agreement**, or at the time of the annual certifications thereafter, the CHO must establish a date not later than three months from the certification date by which that requirement will be met. An updated Security Certification document indicating full compliance will be provided to the HMIS Lead by the target date or the CHO will be considered to be in violation of the terms of the **Appendix C. Organization HMIS Participation Agreement** and will be subject to the procedures described in **Section 3.8.3 Contract Terminations Initiated by the HMIS Lead** of these policies and procedures

4.4 Use Requirements

Policy: The CCoC recognizes the sensitivity of the data in the NYC HMIS Data Warehouse, and therefore requires that the individuals responsible for managing the HMIS be subject to criminal background checks and

that each End User of the Data Warehouse or any project-level HMIS-compliant system be adequately trained in security measures, appropriate to his or her access level.

4.4.1 Criminal Background Verification

HMIS Lead Procedure: The HMIS Lead Security Officer and any user able to access data from more than one CHO will undergo criminal background verification. Record of the completed background check (though not the results) are subject to inspection by the CCoC.

The HMIS Lead will hire individuals with criminal justice histories only to the extent the hire is consistent with any relevant hiring policies of DHS, unless the background check reveals a history of crimes related to identity theft or fraud. The HMIS Lead will manage the results of any background checks conducted on a case by case basis.

CHO Procedure: As long as they comply with all relevant laws, CHOs will follow their own policies regarding conducting background checks and hiring individuals with criminal justice histories.

4.4.2 Annual Security Training

HMIS Lead Procedure: As described in **Section 2.2.3 Data Warehouse End Users** of these policies and procedures, the HMIS Lead System Administrator will document that each End User of the Data Warehouse has completed security training provided by the HMIS Lead prior to gaining system access and at least annually thereafter.

CHO Procedure: As described in **Section 3.6 CHO End Users** of these policies and procedures, the CHO Security Contact (or other appropriate individual) will document that each End User of that CHO has completed security training prior to gaining system access and at least annually thereafter. This training, at minimum, must meet the requirements outlined in the HMIS Lead's Train-the-Trainer Security sessions.

4.5 Data Warehouse Security

Policy: The HMIS Lead is responsible for ensuring that the Data Warehouse is operated securely. The HMIS Lead will take all possible measures to ensure that the Data Warehouse is protected from intrusion and data loss. End Users of the Data Warehouse are responsible for understanding security-related requirements, are prohibited from sharing their username or password with any other individual, and are required to maintain the security and confidentiality of HMIS data in any format.

4.5.1 Physical Security

Procedure: The HMIS Lead will include provisions in its contract with FTS requiring FTS to protect the physical security of the facilities and media in which the data is stored. FTS will use two data centers in two different states on four different power grids to host the HMIS data. These data centers feature uninterruptible power supplies and sophisticated disaster prevention and recovery systems. Biometric confirmation of identity is required to enter the data centers. The data centers feature porous floors to prevent flood damage, "dry" sprinkler pipes, fire suppression gas instead of water, a diesel generator that picks up immediately in the advent of a power failure, industrial air filtering and air conditioning technologies, and a live 24-hour armed guard. The main data center is run by Verizon (formerly MCI), while the backup data center is maintained by Datapipe.

In the data centers, FTS will use servers with multiple hard drives (RAID 5), CPUs, and redundant power supplies so that if any internal components malfunction, there is immediate failover with minimal interruption in service.

4.5.2 Backup

Procedure: The HMIS Lead will include provisions in its contract with FTS requiring FTS to maintain backup versions of the data stored in the Data Warehouse at a separate physical location consistent with the

most up-to-date HUD HMIS technical and security standards. FTS will back up all data on multiple servers in multiple locations and on multiple power grids three times per day and at the end of each day. FTS will also perform weekly and monthly data backups. All backups will be held offsite at a secondary data center, except the intra-day and daily backups, which will be held on a local server as well as offsite at the secondary data center. All data will be copied to a second server so that if an entire server malfunctions, data will be available immediately with no service interruption. The failover function will be tested at least once per year and after each major system upgrade.

4.5.3 Software Security

Procedure: The HMIS Lead will include provisions in its contract with FTS requiring FTS to maintain the Data Warehouse software consistent with the most up-to-date HUD HMIS technical and security standards. FTS must retain a log of system changes and/or software version changes.

Users identifying software issues that may compromise the security of the Data Warehouse will notify the CHO HMIS System Administrator. The CHO HMIS System Administrator will work with the FTS HelpDesk. The FTS HelpDesk team will work with the application developers to address all reported bugs within forty-eight hours. If customer intervention is required, the HMIS Lead is responsible for ensuring that all FTS-released enhancements, upgrades and bug fixes are applied promptly upon release.

All -owned devices (workstations, laptops, and other systems that process and/or store PII) used to access the Data Warehouse are protected by commercial, anti-virus and Internet Security Software solutions, including but not limited to firewalls, malware, intrusion detection, etc. These solutions must be updated at least monthly or when new versions or releases become available and current security, software, or operating system patches must be applied to the computers of End Users. CHOs accessing the Data Warehouse to upload data will document procedures in their Security Policies to ensure that CHO-owned devices used to access the Data Warehouse are similarly protected by the measures listed above.

4.5.4 Boundary Protection

Procedure: The HMIS Lead will include provisions in its contract with FTS requiring FTS to take reasonable steps, consistent with the most current HUD HMIS technical and security standards, to prevent unauthorized access to the data and the software. FTS servers on which the HMIS data is stored make use of firewalls in both hardware and software form.

All -owned devices used to access the Data Warehouse are protected by a firewall between the workstation and any system, including the internet, outside DHS. CHOs accessing the Data Warehouse to upload data will document procedures in their Security Policies to ensure that CHO-owned devices used to access the Data Warehouse are similarly protected by a firewall.

4.5.5 System Access User Authentication and Passwords

Procedure: The HMIS Lead will include provisions in its contract with FTS requiring FTS to maintain access control mechanisms designed to reduce the risk of access to the data warehouse by unauthorized users. Access to the Data Warehouse is governed by multiple layers of securities – passwords, user group assignment and permissions.

All users will be given a unique username and password to log into the Data Warehouse. Default passwords must be changed upon the initial login. Passwords must be at least 8 characters and must contain at least one upper case letter, at least one lower case letter, and at least one alphanumeric character and at least one character which is numeric or a special character. Passwords must not be composed of easily guessed words, such as a user's own user ID, proper names (such as the user, application, or vendor name), or other criteria that can be associated to the user, or any of those spelled backwards. Users should not select passwords that contain personally identifiable numbers such as their phone extension, Social Security Number or home zip code. The system will automatically require each user to change his or her password at least every 90 days to a new password that is not the same as his or

her previous four (4) passwords, and password cannot be changed more than once per day. Users shall not share their passwords. Writing down passwords is strongly discouraged. Passwords that are written should be appropriately stored to prevent disclosure to anyone other than the individual user. Passwords that are written should not reference the account or data store they protect.

The Data Warehouse has been set up to provide the following safeguards against access by unauthorized users:

- Requires users to log in
- FTS will prohibit users from logging in to the Data Warehouse from multiple locations simultaneously.
- Data Warehouse users will be automatically logged off of the system after 20 minutes of inactivity. The user will be required to re-enter their username and password to regain access to the system.
- In the event that a Data Warehouse End User forgets his or her password, users cannot retrieve forgotten passwords as they are not stored in the system but must instead create a new password with the assistance of the HMIS Lead System Administrator or HMIS Coordinator. Users can change passwords on their own.
- 10 consecutive unsuccessful login attempts will cause the system to disable the username and to notify the HMIS Lead System Administrator of the lockout via internal messaging.

The HMIS Lead will provide unique usernames to each End User of the Data Warehouse in accordance with the procedures outlined in **Section 2.2.3 Data Warehouse End Users** of these policies and procedures. Data Warehouse End Users will be required to complete the Data Warehouse End User Agreement (Appendix B), acknowledging that they are required to maintain their passwords securely and that passwords may not be shared, even among other authorized Data Warehouse End Users.

Data Warehouse End Users may access the Data Warehouse only from computers and systems meeting all requirements established in these policies and procedures.

4.5.6 Audit Controls

Procedure: FTS maintains an accessible audit trail within the Data Warehouse that allows the HMIS Lead System Administrator to monitor user activity. Activity will be monitored by FTS and potential or actual security incidents will be reported as described in **Section 4.8 Security Incidents** of these policies and procedures. Additionally, the HMIS Lead System Administrator will monitor audit reports monthly for any apparent security breaches or behavior inconsistent with the **Section 6. Privacy Policy** of these policies and procedures. Audit controls will include the following

- a. Are capable of recording data access for specified users when requested by authorized management personnel;
- b. Retain 'Read Only' Audit trail logs for five years

4.6 CHO Project-level HMIS-compliant System Security Policy

Policy: Each CHO is responsible for developing security policies and procedures for their project-level HMIS-compliant software system consistent with the requirements outlined below and in HUD standards. The HMIS Lead is responsible for monitoring the CHO-level policies and procedures as described in **Section 4.4 Use Requirements** of these policies and procedures.

4.6.1 Physical Security

Procedure: Each CHO will maintain and follow procedures protecting the physical security of the facilities and media in which the data is stored or include provisions in its contract with the provider of the project-level HMIS-compliant system to do so. At minimum, the procedures or provisions must specify that the data will be stored in a facility with appropriate temperature control and fire suppression systems. Surge suppressors must be used to protect systems used for collecting and storing all the HMIS data.

4.6.2 Backup

Procedure: Each CHO will maintain and follow procedures to copy all HMIS data on a regular basis to another medium and store it in a secure off-site location where the required privacy and security standards would also apply, or include provisions in its contract with the provider of the project-level HMIS-compliant system to do so. At minimum, the procedures or provisions must specify that the data will be backed up weekly and that the backup restoration process will be tested at least once per year.

4.6.3 Software Security

Procedure: Each CHO will maintain and follow procedures to maintain the project-level HMIS-compliant system software consistent with the most up-to-date HUD HMIS technical and security standards or include provisions in its contract with the provider of the project-level HMIS-compliant system to do so.

At minimum, these procedures or provisions must specify how the software provider or system operator will address all reported bugs within three business days and specify that, if customer intervention is required, the CHO is responsible for ensuring that all enhancements, upgrades and bug fixes are applied promptly upon release by the software provider.

In addition, each CHO will maintain and follow procedures to install, update and use anti-virus software on all CHO-owned devices used to access the project-level HMIS-compliant system. At minimum, these procedures must identify the anti-virus software in use, specify that the CHO Security Contact is responsible for managing the software, and specify the frequency with which the software will be updated and the frequency with which the devices will be scanned. CHOs must, at minimum, update the software and scan the relevant devices for viruses and malware monthly. These solutions must be updated at least monthly or when new versions or releases become available and current security, software, or operating system patches must be applied to the computers of CHO End Users. If applicable, the virus protection software must automatically scan files as they are accessed by users on the system where the HMIS application is housed.

4.6.4 Boundary Protection

Procedure: Each CHO will maintain and follow procedures for protecting HMIS data behind a firewall. If applicable, the CHO will include provisions in its contract with the provider of the project-level HMIS-compliant system to maintain a firewall between the server(s) on which any HMIS data is stored and any external systems. In addition, each CHO must protect all CHO-owned devices used to access or store HMIS data with a firewall between the device and any system, including the internet, outside the CHO.

4.6.5 System Access User Authentication and Passwords

Procedure: CHO End Users will be notified via the CHO User Agreement (see **Section 3.6.2 CHO User Agreements**) of these policies and procedures) that HMIS passwords (either to the Data Warehouse or the project-level HMIS-compliant system) may not be shared, even among other authorized CHO End Users.

Each CHO will set up their project-level HMIS-compliant system to accommodate the following requirements for passwords: All users will be given a unique username and password. Default passwords must be changed upon the initial login. Passwords must be at least 8 characters and must contain at least one alphanumeric character and at least one character which is numeric or a special character. Passwords must not be composed of easily guessed words, such as a user's own user ID, proper names (such as the user, application, or vendor name), or other criteria that can be associated to the user, or any of those spelled backwards. Users should not select passwords that contain personally identifiable numbers such as their phone extension, Social Security Number or home zip code. The system will automatically require each user to change his or her password at least every 90 days to a new password that is not the same as his or her previous four (4) passwords, and password cannot be changed more than once per day. Users shall not share their passwords. Writing down passwords is strongly discouraged. Passwords that are

written should be appropriately stored to prevent disclosure to anyone other than the individual user. Passwords that are written should not reference the account or data store they protect.

Each CHO will set up their project-level HMIS-compliant system to prevent users from being able to log on to the system from more than one workstation at a time.

Each CHO will maintain and follow procedures to provide and maintain unique usernames to each new user of their project-level HMIS-compliant system. At minimum, this procedure must:

- Require users to log-into systems;
- Define a period of inactivity after which the user's workstation must be automatically logged out of the system and/or locked out of the computer, requiring a username and password to resume use of the project-level HMIS-compliant system;
- Require that any default passwords provided for initial entry into the application be changed on first use;
- Define how individual users' forgotten passwords will be reset and communicated to the user; and
- Specify how unsuccessful login attempts will be handled and confirm that the project-level HMIS-compliant system will maintain an auditable record of all attempted logins. At maximum, 5 consecutive unsuccessful login attempts must lock a user out of the system for at least 30 minutes. CHO HMIS Administrators may manually restore access prior to end of the 30 minute period.

Each CHO will maintain and follow procedures for accessing its project-level HMIS-compliant system through networks and devices not owned or managed by the CHO. At minimum, the procedures must specify that any user granted remote access will be monitored, specify that a list of such users will be maintained by the CHO, and describe how the CHO will ensure the security of the system and the confidentiality of the data during collection, use and transmission.

4.6.6 Audit Controls

Procedure: Each CHO will maintain and follow procedures to ensure that its project-level HMIS-compliant system maintains audit records of user activity, including attempted logins, searches conducted by each user, records altered by each user, and records added by each user. Each CHO must also establish and follow procedures to monitor these records regularly for security breaches or behavior inconsistent with the Privacy Policy outlined in **Section 6. Privacy Policy** of these policies and procedures. At minimum, this procedure must provide for monthly review of the audit records.

4.7 PII Management and Disposal

Policy: HMIS Lead and CHO users are responsible for maintaining the security of all client data extracted from the Data Warehouse or project-level HMIS-compliant system and any data collected for purposes of entry or upload to the HMIS. Users may not electronically transmit any unencrypted client data across a public network. Users must maintain the security of all hardcopy PII. CHOs are responsible for maintaining and following procedures related to data management.

4.7.1 Electronic Data Storage and Management

Procedure: All connections to the Data Warehouse for purposes of uploading data will be made over SSL connections. Any other transmission of HMIS data containing PII will be limited to secure direct connections or, if transmitted over the internet, the data will be encrypted using a 128-bit key. If PII is emailed, it must be encrypted.

The HMIS Lead and CHOs will encrypt any hard drives or removable media on which PII is stored, will download only minimal necessary data. Under no circumstances will users store PII on any personally owned media; users may not place PII on a work-owned USB drive for personal use. Data Warehouse End

Users subject to NYC policies are advised that this policy does not include any use that is unlawful, violates the City's Conflicts of Interest rules or other applicable rules and regulations, or is specifically prohibited by this policy or another applicable agency policy.

Critical data and removable data devices (USB drives, CDs, external drives, etc.) must be protected by appropriate physical means from modification, theft, or unauthorized access.

Such records and confidential information contained therein remain subject to these policies and procedures. When these media have reached the end of their useful life, the data will be disposed consistent with the procedures outlined in **Section 4.7.3 Electronic and Hard Copy Disposal** of these policies and procedures.

4.7.2 Hard Copy Data Storage and Management

Hardcopies of data stored or intended to be stored in the Data Warehouse or a project-level HMIS-compliant system, regardless of whether the data has yet been uploaded to the Data Warehouse, will be treated in the following manner:

1. Records shall be kept in individual locked files or in rooms that are locked when not in use.
2. When in use, records shall be maintained in such a manner as to prevent exposure of PII to anyone other than the End User directly utilizing the record.
3. Employees shall not remove records or other information from their places of business without permission from appropriate supervisory staff unless the employee is performing a function which requires the use of such records outside of the CHO's place of business and where return of the records by the close of business would result in the undue burden on staff.
4. When staff remove records from their places of business, the records shall be maintained in a secure location and staff must not re-disclose the PII contained in those records except as permitted by **Section 6. Privacy Policy** of these policies and procedures.
5. If records are being transmitted from one location to another, they must be placed in sealed envelopes and a receipt shall be obtained documenting the delivery of said records.
6. Faxes or other printed documents containing PII shall not be left unattended.
7. Fax machines and printers shall be kept in secure areas.
8. When faxing PII, the recipients should be called in advance to ensure the fax is properly managed upon receipt.
9. When finished faxing, copying or printing all documents containing PII should be removed from the machines promptly.

Such records and confidential information contained therein remain subject to these policies and procedures. When these materials have reached the end of their useful life, the data will be disposed consistent with the procedures outlined in **Section 4.7.3 Electronic and Hard Copy Disposal** of these policies and procedures.

4.7.3 Electronic and Hard Copy Disposal

CHOs will establish policies and procedures for proper disposal of electronic and hard copy PII.

The HMIS Lead, in managing the Data Warehouse, will take the following steps when disposing of media (e.g., servers, workstations, mobile devices removable storage etc.) which contain PII:

1. Providers shall do or complete the D 5220-22.M and the Gutman Wipe.
2. Providers shall sanitize hardware through crushing, shredding, incineration, or melting.
3. Providers shall sanitize hardware to a Pseudo Number Random Generator PRNG Stream with eight passes.

Hard copy records containing PII must be disposed of through means such as cross cut shredding and pulverizing.

CHOs and the HMIS Lead will dispose of records in accordance with the Record Retention Schedule described in **Section 6.10 Record Retention Schedule** of these policies and procedures.

4.8 Security Incidents

Policy: All HMIS End Users, both CHO and Data Warehouse, are obligated to report suspected instances of non-compliance with these policies and procedures that may leave HMIS data vulnerable to intrusion. The HMIS Lead is responsible for reporting any security incidents involving the real or potential intrusion of the Data Warehouse to the Steering Committee. Each CHO is responsible for reporting any security incidents involving the real or potential intrusion of its project-level HMIS-compliant system to the HMIS Lead.

4.8.1 Reporting Threshold

Data Warehouse users will report any incident in which unauthorized use or disclosure of PII has occurred.

CHO users will report any incident in which PII may have been used in a manner inconsistent with the CHO Privacy or Security Policies. Security breaches that have the possibility to impact the NYC HMIS must be reported to the HMIS Administrator.

Each CHO will maintain and follow procedures related to thresholds for security incident reporting.

4.8.2 Reporting Process

CHO users will report security violations to their CHO HMIS Administrator and Security Contact. The CHO HMIS Administrator will report violations to the HMIS Lead Security Officer (or designee).

FTS will regularly check the Data Warehouse for security breaches and failures and any such breaches or failures will be communicated to the HMIS Lead Security Officer and System Administrator.

The HMIS Lead Security Officer, in cooperation with the System Administrator, will review violations and recommend corrective and disciplinary actions to the Data Management Committee and the Steering Committee, as appropriate.

Each CHO will maintain and follow procedures related to internal reporting of security incidents.

5. Disaster Recovery

Policy: DHS's Emergency Preparedness and Operations Unit, housed within the Division of Security manages all major agency-wide emergencies, citywide coastal storm sheltering emergencies, and associated emergency planning activities. In the event of an emergency, in addition to performing the duties outlined by the Emergency Preparedness and Operations Unit, the HMIS Lead Project System Administrator will coordinate with FTS to ensure the Data Warehouse is functional and that data is restored according to the procedures outlined in the security plan. Each CHO must have a plan for maintaining and recovering access to its own data.

5.1 HMIS Lead

Procedure: DHS participates in NYC's Continuity of Operations Planning (COOP) program, which ensures City agencies can continue providing vital public services in the event of an emergency.

In October 2007, then Mayor Bloomberg signed a law requiring all City agencies to develop standardized COOP plans. DHS has an internal COOP team to survey its critical functions, and uses the COOP software to help them determine how to support or reinforce these functions during emergencies.

In June, 2006, then Mayor Bloomberg and the Office of Emergency Management (OEM) unveiled the City's revised Coastal Storm Plan (CSP)-the plan that is used to respond to any coastal storm that may impact the City. DHS assisted OEM with the emergency shelter planning components of the CSP, and has been tasked to lead many of the planning initiatives necessary to ensure that the Emergency Shelter system is robust and operational.

5.2 FTS

Procedure: Should access to the Data Warehouse be interrupted, FTS will contact the HMIS Lead Project System Administrator, who will communicate this message to the CHOs. The Data Warehouse is protected according to the terms of the security plan and all data will be restored to the most recent available backup day following any disaster that results in loss of data.

5.3 CHOs

Procedure: Each CHO will have a plan in place for maintaining and recovering access to its own data. Should a CHO's project-level HMIS-compliant system experience an interruption or loss of data that will have implications for the NYC HMIS, the CHO HMIS Administrator must contact the HMIS Lead System Administrator within 5 business days.

6. Privacy Policy

6.1 Goal and Purposes

The goal of the HMIS Privacy Policy is to ensure that all required client data will be captured in the NYC HMIS while maintaining the confidentiality and security of the data in conformity with all current regulations related to the client's rights for privacy and data confidentiality.

The NYC Coalition on the Continuum of Care (CCoC) recognizes that its member agencies may have established their own privacy policies that meet the HUD privacy requirements and minimum standards set forth below. One purpose of this document is to outline those standards to all CHOs and define the parameters of compliance with these standards. The document is not intended to supplement individual CHO privacy policies. As long as CHO policies and practices meet the minimum thresholds established in this policy and do not interfere with the practices described in this policy, they may establish additional or more stringent requirements for users of their project-level HMIS-compliant system. The other purpose of this document is to describe how the HMIS Lead and the Data Warehouse meet privacy requirements established in HUD's privacy standards.

6.2 Policy Access and Amendment

Policy: The HMIS Lead may amend its privacy policy and practices at any time, subject to the approval of the CCoC. Amendments may affect data in the HMIS before the effective date of any such amendment. This policy is intended to be consistent with current privacy standards for HMIS issued by HUD.

Procedure: The Privacy Policy will be reviewed and amended consistent with the procedure described in **Section 1.5 Policy Review and Amendment** of these policies and procedures.

6.3 Applicability

Policy: The HMIS Privacy Policy applies to the HMIS Lead, the Data Warehouse, CHOs, their project-level HMIS-compliant systems, and any person accessing any HMIS data.

Procedure: The boundaries of the HMIS implementation are described in **Section 1. HMIS Overview** of these policies and procedures.

The HMIS Lead and CHOs will uphold Federal and State Confidentiality regulations to protect client records and privacy. If a CHO is covered by more stringent regulations, the more stringent regulations will prevail. Any project not subject to the HMIS Privacy Policy will be identified in the **Appendix C. Organization HMIS Participation Agreement**.

6.4 CHO Policy

Policy: Each CHO is responsible for maintaining a privacy policy and certifying that each participating project is in compliance with the NYC CCoC HMIS Privacy Policy. Each CHO's HMIS Administrator will be responsible for reviewing its privacy policy and the **Appendix C. Organization HMIS Participation Agreement** must include certification of consistency with these privacy policies. CHOs may require more rigorous privacy standards, but they must at minimum meet the privacy standards set forth in this document and must not conflict with this privacy policy. In addition, CHOs must maintain documentation about changes to their privacy policies.

Procedure: A minimal standard privacy policy is provided in **Appendix H. Example Minimal Standard CHO Privacy Policy** to these policies and procedures. Each CHO will adopt the standard policy or their own policy, so long as the policy meets the privacy standards set forth in this document and does not conflict with this privacy policy.

A CHO's Privacy Notice will:

- Specify all potential uses and disclosures of client personal information.
- Specify the purpose for collecting the information.
- Specify the time period for which the data will be retained at the organization and the method for disposing of it or removing identifiers from personal information that is not in current use 7 years after it was added to the HMIS or last changed.
- State the process and applicability of amendments, and commit to documenting all privacy notice amendments.
- Offer reasonable accommodations for persons with disabilities and/or language barriers throughout the data collection process.
- Allow the client the right to inspect and to have a copy of their client record and offer to explain any information that the individual may not understand.
- Specify a procedure for accepting and considering questions or complaints about the privacy policy.

6.5 Compliance Review

Policy: The HMIS Lead is responsible for ensuring that the HMIS implementation is operated in accordance with HUD standards. Each CHO is responsible for conducting a review annually and certifying that each participating project is in compliance with the NYC CCoC Privacy Policy and HUD standards. The CCoC, through the HMIS Lead Agency, retains the right to conduct site visits to check compliance with the privacy policy and to verify self-certification of the CHOs.

Procedure: Each year CHOs will be required to self-certify via a checklist or other document provided by the HMIS Lead that they are in compliance with the privacy policies adopted by the NYC HMIS. Each CHO will indicate that they are in compliance with the HMIS Lead privacy policy on **Appendix D. Administrative and Software Certification Checklist** annually. This form will be included as an appendix to the **Appendix C. Organization HMIS Participation Agreement** (see **Section 3. CHO HMIS Participation Policies** of these policies and procedures). Failure to submit this form within 30 days of its due date in any given year will be considered to be a violation of the terms of the **Appendix C. Organization HMIS Participation Agreement** and the CHO will be subject to the procedures described in **Section 3.8.3 Contract Terminations Initiated by the HMIS Lead** of these policies and procedures.

Each CHO will indicate in the **Appendix D. Administrative and Software Certification Checklist** whether or not it has either:

- Adopted the minimum standard privacy policy (provided in **Appendix H. Example Minimal Standard CHO Privacy Policy** to these policies and procedures) as their own, or
- Adopted a different privacy policy that meets the requirements outlined in the HMIS Lead privacy policy.

In the event that the CHO has adopted a different privacy policy, the CHO will be expected make a copy of the policy available to the HMIS Lead. If no policy has been adopted at the time of execution of the **Appendix C.**

Organization HMIS Participation Agreement, or at the time of the annual certifications thereafter, the CHO must establish a date not later than three months from the certification date by which such a policy will be developed and implemented. An **updated Appendix D. Administrative and Software Certification Checklist** indicating full compliance will be provided to the HMIS Lead by the target date or the CHO will be considered to be in violation of the terms of the **Appendix C. Organization HMIS Participation Agreement** and will be subject to the procedures described in **Section 3.8.3 Contract Terminations Initiated by the HMIS Lead** of these policies and procedures.

6.6 Privacy Policy Notice

Policy: The HMIS Lead and CHO must ensure that their privacy policies are readily accessible to clients and the public.

6.6.1 Public Access

Procedure: The HMIS Lead will post this HMIS Lead Privacy Policy on the website of the CCoC (<http://www.nychomeless.com>) and will provide a copy to any individual upon request. CHOs that maintain websites will post their adopted privacy policy to the website.

6.6.2 Informed Client Consent

Procedure: The HMIS Lead will only use lawful and fair means to collect HMIS data. Each CHO privacy policy will include a provision stating that the CHO will only collect data with the knowledge or consent of their clients. If a client seeks their assistance, is notified that data collection will occur, and provides the CHO with HMIS data, the HMIS Lead will assume that the individual consents to the collection of information described in this policy and the CHO sharing said information with the HMIS Lead. Individual CHOs may maintain stricter policies related to getting consent from their clients to collect and share the data with the HMIS Lead.

At minimum, the HMIS Lead requires that each CHO post a sign at each intake desk or other location where data collection occurs explaining the reasons they ask for HMIS data. The sign will include the following language:

We collect personal information about homeless individuals in a computer system called a Homeless Management Information System (HMIS) for reasons that are discussed in our privacy policy. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs, to improve services for homeless individuals, and to better understand the needs of homeless individuals. We only collect information that we consider to be appropriate. If you have any questions or would like to see our privacy policy, our staff will provide you with a copy.

Agencies may use the sample attached in **Appendix H. Example Minimal Standard CHO Privacy Policy**.

6.6.3 Accessibility

Procedure: Each CHO that is a recipient of federal assistance will provide required information in languages other than English that are common in the community, if speakers of these languages are found in significant numbers and come into frequent contact with the organization.

Each CHO privacy policy must include a provision stating that they will make reasonable accommodations for persons with disabilities throughout the consent, intake, and data collection processes. This may include but is not limited to, providing qualified sign language interpreters, readers or materials in accessible formats such as Braille, audio, or large type, as needed by the individual with a disability.

6.7 HMIS Data Use and Disclosure

Policy: The confidentiality of the data collected in the HMIS must be protected. CHOs must collect data by legal and fair means, consistent with **Section 6.6.2 Informed Client Consent** of these policies and procedures. The HMIS Lead and CHOs may only collect, use, and disclose these data for the specific purposes and reasons defined in this section.

The HMIS Lead collects HMIS data from homeless service organizations that upload data into a Data Warehouse. These data are collected only for specific purposes of carrying out the duties of the CHO, the HMIS Lead, or when required by law. HMIS data may only be collected, used, or disclosed for activities described in this section. The HMIS Lead or CHOs may or may not make any of these uses or disclosures of HMIS data. The HMIS Lead requires that individuals that seek assistance from a CHO are notified that data collection, use, and disclosure will occur. By uploading data to the Data Warehouse, the CHO verifies that individuals have provided the CHO with consent to the use or disclosure of their HMIS data for the purposes described below and for other uses and disclosures that the HMIS Lead determines to be compatible with these uses or disclosures:

- To provide or coordinate individual case management services;
- For functions related to payment or reimbursement for services;
- To carry out administrative functions, including but not limited to audit, personnel oversight, and management functions;
- To produce aggregate-level reports regarding use of services;
- To create de-identified (anonymous) information;
- To track project-level outcomes;
- To identify unfilled service needs and plan for the provision of new services;
- To conduct a study or research project approved by DHS IRB;
- When required by law to the extent that use or disclosure complies with and is limited to the requirements of the law;
- To avert a serious threat to health or safety if:
 - The use or disclosure is reasonably believed to be necessary to prevent or lessen a serious and imminent threat to the health or safety of an individual or the public; and
 - The use or disclosure is made to a person reasonably able to prevent or lessen the threat, including the target of the threat.
- To report about an individual reasonably believed to be a victim of abuse, neglect or domestic violence to a governmental authority (including a social service or protective services agency) authorized by law to receive reports of abuse, neglect or domestic violence in any of the following three circumstances:
 - Where the disclosure is required by law and the disclosure complies with and is limited to the requirements of the law;
 - If the individual agrees to the disclosure; or
 - To the extent that the disclosure is expressly authorized by statute or regulation and either of the following are applicable:
 - The CHO believes the disclosure is necessary to prevent serious harm to the individual or other potential victims; or
 - If the individual is unable to agree because of incapacity, a law enforcement or other public official authorized to receive the report represents that the HMIS data for which disclosure is sought is not intended to be used against the individual and that an immediate enforcement activity that depends upon the disclosure would be materially and adversely affected by waiting until the individual is able to agree to the disclosure; When such a permitted disclosure about a victim of abuse neglect or domestic violence is made, the individual making the disclosure will promptly inform the individual who is the victim that a disclosure has been or will be made, except if:
 - In the exercise of professional judgment, it is believed that informing the individual would place the individual at risk of serious harm; or

- It would be informing a personal representative (such as a family member or friend), and it is reasonably believed that the personal representative is responsible for the abuse, neglect or other injury, and that informing the personal representative would not be in the best interests of the individual as we determine in the exercise of professional judgment.
- To a law enforcement official for a law enforcement purpose (if consistent with applicable law and standards of ethical conduct) under any of these circumstances:
 - In response to a lawful court order, court-ordered warrant, subpoena or summons issued by a judicial officer, or a grand jury subpoena;
 - If the law enforcement official makes a written request for HMIS data that:
 - Is signed by a supervisory official of the law enforcement agency seeking the HMIS data;
 - States that the information is relevant and material to a legitimate law enforcement investigation;
 - Identifies the HMIS data sought;
 - Is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought; and
 - States that de-identified information could not be used to accomplish the purpose of the disclosure.
 - If it is believed in good faith that the HMIS data constitutes evidence of criminal conduct that occurred on the CHO's premises;
 - In response to an oral request for the purpose of identifying or locating a suspect, fugitive, material witness or missing person and the HMIS data disclosed consists only of name, address, date of birth, place of birth, social security number and distinguishing physical characteristics; or
 - If:
 - The official is an authorized federal official seeking HMIS data for the provision of protective services to the President or other persons authorized by 18 U.S.C. 3056, or to foreign heads of state or other persons authorized by 22 U.S.C. 2709(a)(3), or for the conduct of investigations authorized by 18 U.S.C. 871 and 879 (threats against the President and others); and
 - The information requested is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought.
- To comply with government reporting obligations for HMIS and for oversight of compliance with HMIS requirements.
- To third parties for the following purposes:
 - To permit other systems of care to conduct data matches (i.e., to determine if you are also utilizing services from such other systems of care); and
 - To permit third party research firms and/or evaluators to perform research and evaluation services, approved by DHS Institutional Review Board (IRB), in connection with the projects administered by the HMIS Lead and the CHOs;

Provided that before client-level HMIS data are disclosed under this subsection, the third party that will receive such client-level HMIS data and use it as permitted above must first execute a Data Use & Disclosure Agreement requiring such third party to comply with all applicable laws and regulations, including the privacy standards and disclosure provisions contained in the current Department of Housing and Urban Development Homeless Management Information Systems Data and Technical Standards, which such standards and provisions are reflected herein.

The HMIS Lead may share client level HMIS data with contracted entities as follows:

- The CHO originally uploading the data to the NYC HMIS;
- Outside organizations under contract with the HMIS Lead or other entity acting on behalf of the CCoC for research, data matching, and evaluation purposes. The results of this analysis will always be reported in aggregate form; client level data will not be publicly shared under any circumstance.

Any requests for reports or information from an individual or group who has not been explicitly granted access to the NYC HMIS will be directed to the CCoC Steering Committee. No individual client data will be provided to meet these requests without proper authorization.

Before any use or disclosure of PII that is not described here is made, the HMIS Lead or CHO wishing to make the disclosure will seek the consent of any individuals whose PII may be used or disclosed.

6.8 Access and Correction

Policy: Clients whose data is collected in HMIS may inspect and have a copy of their HMIS record by requesting it from the CHO that originally collected the information. The HMIS Lead requires that the CHO establish a policy to manage such requests and to explain any information that a client may not understand.

Procedure: Each CHO will describe in its privacy policy how it will manage requests from clients for correction of inaccurate or incomplete HMIS records. This policy will allow for a client to request to see their HMIS data or request that data be removed from the HMIS. Nothing in this section is intended to indicate that a CHO is released from any obligation by any funder to collect required data elements.

If the CHO agrees that the information is inaccurate or incomplete, they may delete it or they may choose to mark it as inaccurate or incomplete and to supplement it with additional information. Any such corrections applicable to the data stored in the Data Warehouse will be made at the time of the next upload.

A record of these transactions will be kept by the CHO HMIS Administrator. In response to requests to view his/her data in the HMIS, the CHO HMIS Administrator or case manager will provide a copy of the requested data within a reasonable time frame to the client.

CHOs are permitted to establish reasons for denying client requests for inspection of HMIS records. These reasons are limited to the following:

- If the information was compiled in reasonable anticipation of litigation or comparable proceedings;
- If the record contains information about another client or individual (other than a health care provider or homeless provider) and the denial is limited to the section of the record containing such information;
- If the information was obtained under a promise of confidentiality (other than a promise from a health care provider or homeless provider) and if the disclosure would reveal the source of the information; or
- Disclosure of the information would be reasonably likely to endanger the life or physical safety of any individual.

If a CHO denies a request for access or correction, the CHO will explain the reason for the denial. The CHO will also maintain documentation of the request and the reason for the denial.

CHOs may reject repeated or harassing requests for access to or correction of an HMIS record.

6.9 Data Retrieval and Sharing

Policy: As the HMIS Lead Agency, the DHS Planning, Development & Grants unit and associated staff, have access to retrieve all data in the NYC HMIS. No other staff member of DHS has access to client-level data. DHS must protect client confidentiality in all reporting.

CHOs may share PII with each other, provided they have executed a data sharing agreement outlining roles, responsibilities, parameters of data sharing, and the steps that will be taken if one party withdraws from the data sharing agreements.

Procedure: HMIS as implemented in NYC is a system which can provide reports required by HUD, the Continuum of Care, and other stakeholders at a reporting level that does not identify individuals but can

provide accurate statistical data including, numbers served, trend assessments, and non-duplicated statistical reports based on data entered into the NYC HMIS by CHOs. Data from the NYC HMIS will be used to produce these CCoC and local level statistical reports required by HUD and will be used in various HUD applications and reports. These uses are included in the uses and disclosures described in **Section 6.7 HMIS Data Use and Disclosure** of these policies and procedures.

Data sharing between CHOs for the purpose of coordinating services is also included in the allowable uses and disclosures described in **Section 6.7 HMIS Data Use and Disclosure** of these policies and procedures.

6.10 Record Retention Schedule

Policy: The HMIS Lead, consistent with standards developed by HUD, will dispose of or de-identified PII not in current use seven years after the information was created or last changed. The HMIS Lead may keep information for a longer period if required to do so by an applicable statute, regulation, contract or other requirement.

Similarly, CHOs are required to establish a policy to dispose of or de-identify PII not in current use seven years after the information was created or last changed unless prohibited from doing so by an applicable statute, regulation, contract or other requirement.

Procedures: The HMIS Lead will coordinate with FTS to ensure that data in the Data Warehouse is retained according to the policies and procedures. CHOs will include a provision in their policies and procedures to comply with this policy.

6.11 Grievance

Policy: Concerns related to the HMIS Privacy Policy may be raised according to the procedures outlined in **Section 2.6 Client Grievance Against HMIS Lead** of these policies and procedures. CHOs must establish a policy and regular process for receiving and reviewing complaints from clients about potential violations of the policy.

Procedure: CHOs should report any violation of their privacy policy to the HMIS Lead. In addition to any actions taken by the CHO to sanction the employee, depending on the frequency, prior training, severity, intent, etc., of the violation, the HMIS Lead may report the findings to the Steering Committee or law enforcement, as appropriate, for further action. Such action may include,

- Suspension of system privileges; or
- Revocation of system privileges.

Sanctions can be appealed to a group comprised of the Steering Committee and any necessary ad hoc members.

7. Data Quality Plan

7.1 Goal

Data from the NYC HMIS will be used to document Continuum of Care needs, performance, and to document services provided to the homeless. The NYC HMIS will provide statistics and outcome measures for reports to HUD, the Steering Committee, and other stakeholders.

For NYC HMIS to be able to provide accurate and timely information, HMIS participation must be maximized, data must be collected by CHOs regularly, completely, and accurately, and data must be uploaded to the NYC HMIS in a timely manner. This will permit the HMIS Lead to produce reports related to the annual evaluation, the Housing Inventory Count (HIC), the Point in Time Count (PIT), and the Annual Homeless Assessment Report (AHAR). In addition, improved participation and data quality will enhance the competitiveness of the CCoC in the annual HUD competition.

The goal of these HMIS Data Quality policies and procedures is to standardize expectations and provide guidance to HMIS participating projects on the extent and quality of data entered into the NYC HMIS so as to be able to draw reasonable conclusions about the extent of homelessness and the impact of homeless services.

7.2 HMIS Participation Thresholds

Policy: 100% of all programs funded by ESG, CoC, SRO Mod Rehab, HOPWA, GDP, VA Community Contract, SSVF, and PATH projects are required to participate in HMIS, as stated in **Section 1. HMIS Overview** of these policies and procedures.

In addition, the CCoC aspires to have 100% of all projects primarily dedicated to serving homeless persons in NYC participate in HMIS.

Procedure: The HMIS Lead will maintain a listing of all continuum lodging and services projects' participation in HMIS. On a quarterly basis, the status of each project will be updated and reported to the Steering Committee. Each project will be indicated as "fully participating," "uploading incomplete data," "implementing," or "not yet participating."

7.3 Minimum Required Data Elements

Policy: Each CHO is required to collect and submit all required program descriptor data elements to the HMIS Lead prior to initial setup in the HMIS, at the time of any change to any project descriptor data element (e.g. number of beds/units operated or type of households served) and annually thereafter. In addition, each CHO is required to upload records on all clients participating in each HMIS participating project. A record comprises, at minimum, all Project Descriptor, Universal Data Elements, Program-Specific Data Elements, and Metadata Elements applicable to the project type and meets the accuracy, completeness, and timeliness standards outlined in these policies and procedures. The required data elements, along with detailed definitions and explanations are provided in NYC HMIS Data Dictionary, included as **Appendix I. NYC HMIS Data Dictionary** to these policies and procedures.

Procedure: Each CHO will begin collecting the data as per the 2014 HMIS Data Standards by October 1, 2015. This means all required Project Descriptor, Universal, Program Specific, and Metadata elements for the appropriate subjects (head of household, head of household and other adults, all clients) at the specified data collection points (record creation, project entry, annual assessment, update, and project entry).

Each CHO will provide all required project descriptor data elements for each participating project via the Project Information Form incorporated into the **Appendix C. Organization HMIS Participation Agreement** as described in **Section 3. CHO HMIS Participation Policies** of these policies and procedures. The **Project Information Form** is provided in **Appendix F**.

Each CHO will upload complete records on all clients in each HMIS participating project to the Data Warehouse at least once per month, no later than the tenth business day. The HMIS Lead will maintain the NYC Data Standards consistent with HUD's most current HMIS Data Standards. The HMIS Lead System Administrator will be responsible for communicating any updates to the NYC Data Standards to each CHO HMIS Administrator and for providing trainings to them to ensure that they, in turn, are able to train their End Users on the changes. The full HUD Data Standards can be found on HUD's OneCPD Resource Exchange at <https://www.onecpd.info/hmis/>.

7.4 Data Collection and Upload Standards

Policy: The HMIS Lead is responsible for the overall HMIS data quality. In an effort to maintain that quality, the HMIS Lead has established data quality thresholds for participating projects to meet the terms of their **Appendix C. Organization HMIS Participation Agreements**. Each CHO is responsible for developing and implementing policies to ensure that its End Users are entering data into the project-level HMIS-compliant system in a timely, complete, and accurate manner. The HMIS Lead and CHOs are jointly responsible for

ensuring that project data in the HMIS meets the thresholds outlined in this section. In order to develop consistency in data collection processes and develop capacity among End Users, the Data Management Committee and the HMIS Lead may establish an HMIS user group.

7.4.1 Timeliness

The purpose of timeliness is to ensure access to data when it is needed – either proactively (for planning or monitoring purposes, or to meet reporting requirements) or reactively (in response to a request for information or to respond to inaccurate information).

Standards:

All HMIS participating projects will ensure entry of data for new clients, services provided to new and existing clients, and exits for each month are uploaded to the NYC Data Warehouse by the 10th business day of the following month. Any corrections that may need to be made to address technical or data quality issues must be resolved no later than the 10th business day of the following month.

The 2014 Data Standards have five data collection points: record creation, project entry, update, annual assessment, and project exit. Each CHO will develop and implement a policy requiring that all client data be entered into the project-level HMIS-compliant system in accordance with the requirements of the data collection points. Data collected for update should be entered within three business days.

Each CHO will indicate in the Administrative and Software Certification whether or not such a policy exists. If such a policy does not exist at the time of execution of the **Appendix C. Organization HMIS Participation Agreement**, or at the time of the annual certifications thereafter, the CHO must establish a date not later than three months from the certification date by which such a policy will be developed and implemented. A copy of the policy must be made available to the HMIS Lead by the target date or the CHO will be considered to be in violation of the terms of the **Appendix C. Organization HMIS Participation Agreement**.

7.4.2 Completeness

The purpose of completeness is to ensure sufficient data on clients, their demographic characteristics, and service use to facilitate confident reporting and analysis on the extent and characteristics of the homelessness including:

- Unduplicated counts of clients served in the continuum of care;
- Patterns of use of people entering and exiting the homeless assistance system; and
- Evaluation of the effectiveness of homeless systems.

Standards:

The goal is that ALL projects participating in the NYC HMIS will have complete data; however, residential projects with less than 90% data completeness and Street Outreach projects with less than 75% data completeness will be considered to be in violation of their **Appendix C. Organization HMIS Participation Agreement** and will be subject to the process described in **Section 3.8.3 Contract Terminations Initiated by the HMIS Lead** of these policies and procedures.

This will be evaluated by the HMIS Lead on a quarterly basis and will be calculated as an overall percentage of all required data fields for all clients active during the quarter. The HMIS Lead will provide a quarterly report to each CHO detailing the number of clients added in the quarter, active in the quarter, and the missing/ don't know/ refused/ data not collected rate for each data element for clients active during the quarter. This report will be the basis of determining if the project is meeting the standards and is intended to assist the CHO in identifying and correcting missing data in its project-level HMIS-compliant system and discrepancies between the project-level HMIS-compliant system and the Data Warehouse (if any). In addition, the HMIS Lead will provide a length of stay and bed utilization report to all lodging projects in an effort to highlight missing exit data (high rates of longer-than-expected lengths of stay and/or overutilization of beds can indicate that clients are not being exited appropriately).

The expectation is that there is no missing data. In the event data was not collected, however, the “client doesn’t know” and “client refused” responses should not be used. These response options are expected to indicate that the client did not know a response or that the client refused to respond, not that the case manager or other user did not know the response or refused to collect the information. All Universal and Program Specific Data elements are required, and so it is expected that it is very unlikely that any field would be left blank.

7.4.3 Accuracy

The purpose of accuracy is to ensure that the data housed in the CCoC HMIS is the best possible representation of reality as it relates to homeless people and the projects that serve them. Accuracy is determined by assessing the truthfulness by the client, the accuracy of the data collected by staff, and the accuracy of the data entered into the system by the staff. CHOs are responsible for making these assessments. In the Data Warehouse, accuracy is assessed by verifying consistency across all forms of reporting: Notice of Funding Availability (NOFA) Project Applications, Annual Performance Report (APR), CCoC Evaluation and any other similar reports.

Standard:

The goal is to make sure HMIS data is entered correctly and can be verified with documentation. CHOs are expected to regularly check the accuracy of the information provided against other reliable sources and perform checks on data elements such as date of birth (e.g. no negative ages or dates after the present entered for this field), veteran status (children are not categorized as veterans), disability status (someone who receives Social Security Income is not categorized as having no disabilities) “Missing Information” or “Client Does Not Know,” will also not continue to be accepted for categories such as race, ethnicity, prior living arrangement, and length of stay in prior living arrangement. Data indicating unaccompanied children will be immediately identified and verified as accurate or corrected to reflect information in CARES.

Each CHO will develop and implement an internal business process for conducting logic checks (such as those suggested in the paragraph above) on the data in its project-level HMIS-compliant system and regularly comparing universal and program specific data elements to available paper records and updating/correcting missing or inaccurate data. Each CHO will develop and implement an internal process that engages both intake and data entry staff to ensure collaboration and communication focused on input of accurate client data into the HMIS system.

Each CHO will indicate in the Administrative and Software Certification whether or not such a policy exists. If such a policy does not exist at the time of execution of the **Appendix C. Organization HMIS Participation Agreement**, or at the time of the annual certifications thereafter, the CHO must establish a date not later than three months from the certification date by which such a policy will be developed and implemented. A copy of the policy must be made available to the HMIS Lead by the target date or the CHO will be considered to be in violation of the terms of the **Appendix C. Organization HMIS Participation Agreement**.

The HMIS Lead Agency will also conduct occasional checks to verify reports generated from the Data Warehouse are consistent with a CHO’s NOFA Project Applications, APR, CCoC Evaluation, client case file data, and any other similar reports. Projects will be required to address any discrepancies that are observed, and projects found to have many such discrepancies will be referred to the Performance and Quality Improvement Committee (PQI) process.

7.5 Data Quality Monitoring

Policy: The HMIS Lead is responsible for monitoring CHOs to ensure that the standards on the extent and quality of data entered into the NYC HMIS that have been set forth in these policies and procedures are met to

the greatest possible extent and that data quality issues are quickly identified and resolved. Each CHO is responsible for addressing any issues identified through the process of this monitoring prior to the next scheduled upload to the Data Warehouse. Any CHO failing to meet the data quality standards as averaged over the calendar year will be considered to be in violation of the terms of the **Appendix C. Organization HMIS Participation Agreement** and will be subject to the procedures described in **Section 3.8.3 Contract Terminations Initiated by the HMIS Lead** of these policies and procedures.

7.5.1 Data Quality Monitoring

Policy: In 2016, the HMIS Lead will be paying close attention to Data Quality and will create a Scorecard that covers all data areas - Provider Participation, Required Data Elements, Timeliness/Completeness/Accuracy of Data, FTS Data Quality Control – along with Key Performance Indicators (KPIs) for each. The HMIS Lead will be following-up with Providers and FTS quarterly and monthly in some instances to ensure that data is meeting performance standards. Scorecard results will be shared with the Providers and FTS, and monitored by the CoC Data Management Committee, and CoC Steering Committee, and shared with the Provider community at-large if necessary. Providers can expect to be contacted more frequently by the HMIS Lead to request explanations around some data entry elements, which may lead to requests for data clean-up and re-submission, and to schedule corrective action plans if needed. FTS can also expect frequent communication with the HMIS Lead to review data reports, discuss random sampling of data to test for quality, and to review how FTS is maintaining data standards and quality in AWARDS.

7.5.2 Data Quality Reporting

Procedure: The HMIS Lead will run project-level data completeness, length of stay, and bed utilization rate reports as described in the preceding section on a quarterly basis and will directly provide agencies with the reports for their projects via email. The monitoring will be shared in the following ways:

- Data Management Committee Review: The CCoC Data Management Committee will review quarterly CHO report results. The CCoC Data Management Committee will work with HMIS participating agencies to identify training needs to improve data quality.
- CoC Review: The CCoC Data Management Committee will share HMIS participation rates and project-level data completeness status with the CCoC Steering Committee quarterly.
- Public Review: HMIS participation rates and project-level data completeness rates will be posted to the CCoC website on a quarterly basis.

7.5.3 Remediation

Procedure: Any project failing to meet the data completeness thresholds for any given quarter will make appropriate corrections in time for the subsequent month's data upload (in other words, the project will have between 30 and 60 days to make corrections). CHOs with repeated data quality issues may be provided additional training, referred to the PQI process, or considered to be in breach of their **Appendix C. Organization HMIS Participation Agreement**. The Data Management Committee will review reports and provide recommendations for additional measures.

Appendix A: Data Warehouse User Guide

The NYC HMIS can be accessed here: <https://nychmis.footholdtechnology.com/>

A. Completing data uploads from within AWARDS to the NYC HMIS and from nonAWARDS databases to the NYC HMIS

FOR AWARDS USERS

Before an upload file can be generated, programs required to report to the NYC HMIS must be designated as such in AWARDS so they will be included in the data file. This data entry, which need only be completed once, must be done for each program that will be included in the NYC HMIS file.

To designate programs as reporting to NYC HMIS, complete the following steps:

1. From the *AWARDS Opening Menu* page, click **System Setup**. The *System Setup Menu* page is displayed.
2. Click **Agency Program Information**. The *Agency Programs Update Menu* page is displayed.
3. Click **Add/Edit Entire Program**. The *Add/Edit Programs* page is displayed.

Add / Edit Programs	
Select From the Following List of Programs	Report/Data Entry
Training Program	Data Entry

OR

Add New Program

CONTINUE Jump Back Opening Menu 1 New Messages Help Menu Log Out

4. Click the **Program** drop-down arrow and select the program that will report to the NYC HMIS.
5. Click the **Report/Data Entry** drop-down arrow and select "Data Entry."
6. Click **CONTINUE**. The *Agency Program Information* page is displayed. The "Optional Settings" are located in the center of this page.
7. Check off the 'Submits to NYC HMIS' checkbox. Be sure to check this box even if your program does not submit an APR to HUD.

Optional Settings	
Submits HUD APR	<input checked="" type="checkbox"/>
Submits to NYC HMIS	<input checked="" type="checkbox"/>

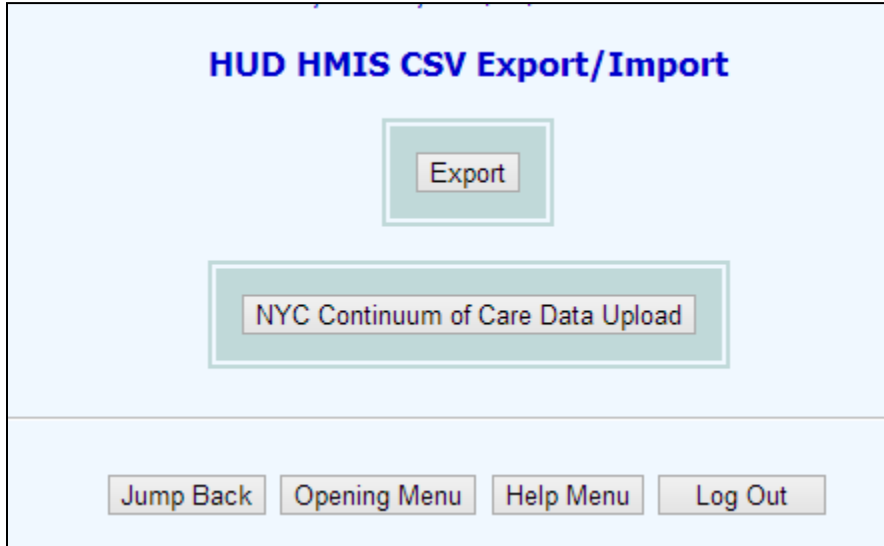
8. Click **CONTINUE**. An "Are You Sure?" confirmation page is displayed.
9. Click **APPLY UPDATE** to confirm that the changes made should be saved. An "Information has been updated!" dialog box is displayed.
10. Click **OK**.

The process of designating a program to submit to the NYC HMIS is now complete. Repeat this process for as many programs as necessary.

Authorized users see a button on the System Set up module's menu page labeled "HMIS Data Export." (Once an agency designates an authorized user, the Foothold Senior Project Manager (SPM) can add that user to the list of authorized uploaders in AWARDS.)

To upload data to the NYC CCoC Report Server, complete the following steps:

1. From the *AWARDS Opening Menu* page, click **System Setup**. The *System Setup Menu* page is displayed.



2. Click the **NYC Continuum of Care Data Upload** button. The *Export to NYC HMIS* page is displayed.

3. The *Export to NYC HMIS* page displays a table showing the programs set to submit to the NYC HMIS, along with the number of program participation records to be exported for each program. If the information displayed is correct, click **Export to NYC HMIS**. The *Export Running* page is displayed.

Programs	Program Participation Records
Program C	64
Program D	131
Program A	16
Program B	12

Export to NYC HMIS

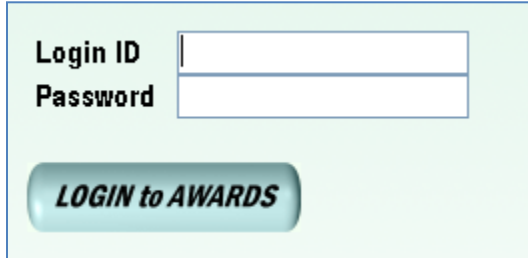
4. The *Export Running* page notes that an export report will be sent via the AWARDS Messages module once the export is complete. **NOTE: this message does not mean that the upload has been successfully completed!** Once the export is complete, a message labeled "Export Complete" will appear in the Inbox. This message will contain information regarding the status of the completed upload.

The process of uploading data to the NYC CCoC Report Server is now complete.

FOR NON-AWARDS USERS

The first step in the upload process is to gain access to the NYC CCOC AWARDS Report Server Database. DHS will provide you with a unique Login ID and Password for a designated staff member at your agency. Once this information has been received, the following steps can be followed:

1. Open any Internet Browser window and type <https://nychmis.footholdtechnology.com> into the address bar. This will open the AWARDS Login Screen.



The screenshot shows a login interface with a light green background. On the left, the labels 'Login ID' and 'Password' are positioned next to two empty text input fields. Below these fields is a prominent, rounded button with a gradient and the text 'LOGIN to AWARDS' in bold, italicized capital letters.

2. Type your **Login ID** (provided by NYC CCOC) into the Login ID field.

3. Type your **Password** (provided by NYC CCOC) into the Password field.

4. Click the **LOGIN to AWARDS** button. The database will then open to the HMIS Menu Screen.



The screenshot displays the 'HMIS Menu' interface. At the top center, the title 'HMIS Menu' is written in blue. Below the title, there is a horizontal row of three buttons: 'Messages', 'Add New Program', and 'Upload Data'. At the bottom of the screen, there is another horizontal row of three buttons: 'Opening Menu', 'Help Menu', and 'Log Out'.

This menu has buttons for **Messages**, **Add New Program**, and **Upload Data**.

NOTE: ALL SCREENS IN THIS SECTION WILL BE CHANGED TO CONFORM TO THE 204 HMIS DATA STANDARDS AND THIS SECTION WILL BE UPDATED.

Before an upload file can be generated, your agency programs required to report to the NYC CCoC HMIS must be added to the NYC CCOC AWARDS Report Server Database. This data entry, which need only be completed once, must be done for each program included in the initial and all subsequent CSV upload files.

To designate programs as reporting to NYC HMIS, complete the following steps:

1. From the *HMIS Menu* page, click **Add New Program**. The *Program Information* page is displayed. **NOTE: THESE SCREENS WILL BE UPDATED AS PER THE 2014 DATA STANDARDS.**

2. In the **Program Name** field, type the name of the program being added.
3. In the **Program Group** field, select the type of the program being added
4. In the **Program Division** field, select your agency.
5. **# of Beds** – In this field type the number of beds the program is contracted to provide.
6. **# of Units** – In this field type the number of units in the program.
7. Click **CONTINUE**. The *Agency Program Information* page is displayed. Select the “Optional Settings” tab at the top of the page.
8. Check off the ‘Submits to NYC HMIS’ checkbox.
9. If the ‘Submits HUD APR’ checkbox is not already checked, check this off now.

10. Click **CONTINUE**.
11. Select the “HMIS” tab at the top of the page.

Agency Program Information

* Indicates required fields

Navigation

General Settings
Optional Settings
HMIS Settings
Address/Contact Information

Other Program Name	<input type="text"/>
Program Site Configuration Type	<input type="text"/>
Site Type	<input type="text"/>
Housing Type	<input type="text"/>
HUD Program Type	<input type="text"/>
Target Population A	<input type="text"/>
Target Population B	<input type="text"/>
Continuum Of Care	<input type="text"/>
County	<input type="text"/>
Zip Code	<input type="text"/>
GEO Code	<input type="text"/>
FIPS Code	<input type="text"/> Look Up FIPS Codes
HPRP Grantee ID	<input type="text"/>
Direct Service Code	<input type="text"/>
Operational Calendar	<input type="text"/>
HUD Contract #	<input type="text"/>

CONTINUE
Add/Edit Menu
Jump Back
Opening Menu
Help Menu
Log Out

12. Program Site Configuration Type

13. Site Type

14. Housing Type

15. HUD Program Type

16. Target Population A &B – Click the drop-down arrow and select the appropriate option.

Target Population A: Click this drop-down arrow and select the category that best represents the population served by this program:

SM = Single Males (18 years and older)	SF = Single Females (18 years and older)
SMF = Single Males and Females (18 years and older)	CO = Couples Only, No Children
SM+HC = Single Males and Households with Children	SF+HC = Single Females and Households with Children
HC = Households with Children	YM = Unaccompanied Young Males (under 18)
YF = Unaccompanied Young Females (under 18)	YMF = Unaccompanied Young Males / Females (under 18)
SMF+HC = Single Male/Female and Households w/Children	

Target Population B: Click this drop-down arrow and select the category that best represents any sub-populations served by the program. Possible selections include: "DV: Domestic Violence Victims," "VET: Veterans," "HIV: Persons with HIV/AIDS," and "NA: Not Applicable."

16. Continuum of Care – Select "NYC CCoC"

17. County, Zip Code – Select the county and zip code in which the program operates. For Scattered Site or other programs that may not have one fixed address, select the county and zip code of the agency’s administrative offices.

18. Geocode – In this field, type the Geocode for the program. (Note: one Geocode covers all of the NYCCOC – 364436.)

19. Direct Service Code – Select "yes"

20. HUD Contract # - In this field type the HUD Contract # for the program

21. **Direct Service Code** – Select “yes”
22. Click **UPDATE**. A read-only report version of the information is displayed.
23. Select the “**Address/Contact**” tab at the top of the page. Add the address/contact information for the program and click “**CONTINUE**”.

The process of adding a new program in AWARDS is now complete.

Once the program has been added, to upload data to the NYC CCOC Report Server, complete the following steps:

1. From the *HMIS Menu* page, click **Upload Data**. The *HUD HMIS CSV format* page is displayed. For each of the eight files making up the CSV upload, users will see a “Browse” button that will allow them to locate and select the corresponding file on the user’s local machine.

Doing so opens the following page:

On this page there is a **Browse** button that will allow the user to browse on their local machine for a pre-assembled .zip file with, at a minimum, the following CSV files:

Agency_Program.csv Client_Historical.csv Client.csv Export.csv Income_Benefits.csv
 Program_Participation.csv Service_Event.csv Site_Information.csv

(The file names can be altered from the listed names so long as the Export.csv file lists all of the correctly named files as contained in the .zip file. The .zip file can be named anything but must have the “.zip” extension.)

Many users must use the dropdown on the browse dialog to select All Files instead of Custom files in order to select the necessary files for upload.

File Value Guidance:

AgencyProgram.csv

OrganizationID = Agency (Division) name as listed in the HMIS. [Logic is in place to allow entries of greater than 8 characters but OrganizationID must be an exact match to Agency (Division) listing in HMIS.]

OrganizationName = Agency (Division) name as listed in the HMIS.

Program Name = Program Name as listed in the HMIS. **Must follow guidance in the NYC HMIS Policies & Procedures. DO NOT NAME PROGRAMS GENERICALLY e.g. HUD SHP.**

Tracking Method = will always be "0".

SourceID = Agency and Database Name – there's flexibility here but looking for something like "ABC Agency PDQ Database".

On the initial deployment of CSV Import/Export functionality, only the above listed files will be validated and imported. If a complete set of CSV files is included in the .zip file, they will be disregarded without negatively impacting the validation process.

Once the user browses their local machine and identifies the .zip file for import, clicking **VALIDATE FOR IMPORT** uploads the file and evaluates the individual CSV files for format and content. If there are errors found in the file, the user is notified of the errors; for example:

HUD HMIS CSV Export/Import

**The following errors were found
when validating your files for import:**

NOTE: Import can not proceed until the errors are corrected.

The following errors were found in Agency Program (Agency_Program.csv)

Record #	Problem
1	Program PMR CSV Test Program was not found. (The complete Program History will not be imported)

Each file containing an error is highlighted with an expandable list of error details. If the errors are critical, the import is suspended and the user is directed to correct the errors and import the uploaded file set. Where there are missing files, incorrectly formatted files, or unknown programs, the upload is aborted and the errors identified for correction. If there are errors within the files relating to individual clients, the upload continues but excludes the problematic records. The import error report will identify those excluded records. If there are no errors found, users will see a message indicating that they may proceed with the import.



Clicking **IMPORT** completes the importing process. **Users will receive a message within AWARDS when the import is complete.** Note that each time an upload is completed, the full data file will be overwritten in the NYC HMIS to account for any data corrections, additions or deletions made to the source data.

2. Accessing the Help Desk

AWARDS users should access the HelpDesk within their own AWARDS database and NOT the NYCHMIS AWARDS. Non-AWARDS users having a problem with the NYCHMIS, can access the HelpDesk within NYCHMIS.

1. Click Help Menu from the bottom of any AWARDS page. The AWARDS Help Menu Options page is displayed.
2. Click Help Desk. The How Can We Help You? page is opened in the AWARDS Messages module.

This page can also be opened from within the Messages module directly by using the "Helpdesk" link on the left-hand side of the page.

3. Before you contact the Help Desk, it is strongly recommended that you complete a thorough review of FTS's online resources. In many cases you will be able to find the information you are looking for very quickly, and as a result will not need to contact the Help Desk, which can be a lengthier process.

The "Search Online Help" portion of the page is designed to help you in this effort. To complete a search, enter a keyword or phrase in the available field.

4. If an Online Help search provided you with the information you needed, the steps that follow are not necessary. If an Online Help search did NOT resolve your question/issue, close the secondary window containing the search results and continue on the How Can We Help You? page by completing the "Contact the Help Desk" form.

5. Periodically check your AWARDS Messages module inbox for a response to your problem report or question. When a response is received, review it carefully. In the event that the Help Desk was unable to investigate with the amount of information provided, you will be asked to supply additional details. Otherwise, you will be provided with information about the area of the application you were working with, or with a resolution to any problem you may have been experiencing.

If you are **UNABLE** to reach the AWARDS login page - Please contact FTS at one of the following email addresses:

- helpdesk@footholdtechnology.com (during business hours)
- emergency@footholdtechnology.com (outside of normal office hours)

FTS's office hours are 9-5 ET M-F, inclusive of all holidays.

The DHS HMIS Coordinator is also available to assist providers with issues related to uploading and data quality.



Appendix B: Data Warehouse End User Agreement

Contributing HMIS Organization (CHO) Name: _____

Name: _____ Email: _____

The NYC CCoC recognizes the primacy of client needs in the design and management of the NYC HMIS. These needs include both the need to continually improve and maintain the quality of homeless and housing services with the goal of eliminating homelessness in NYC, as well as the need to maintain client confidentiality and treat the personal data of clients with respect and care.

As the guardians entrusted with this personal data, NYC HMIS Data Warehouse users have a moral and a legal obligation to ensure that the data they upload to the NYC HMIS is being collected, accessed and used appropriately. Proper user training, adherence to the NYC HMIS Policies and Procedures, and a clear understanding of the privacy, security and confidentiality policies are vital to achieving these goals.

Your User ID and Password give you access to the NYC HMIS Data Warehouse. **Sign below to indicate your understanding and acceptance of the proper use of your User ID and password and your intention to comply with all elements of the Homeless Management Information System Data and Technical Standards Notice – published in the Federal Register on July 30, 2004 by the U. S. Department of Housing and Urban Development.** Unauthorized use or disclosure of HMIS information is a serious matter and any Data Warehouse User found to be in breach of the Data Warehouse User Agreement will be subject to the following penalties or sanctions including: the loss or limitation of use of the HMIS and other office technology resources, adverse employment actions including dismissal; and, civil and/or criminal prosecution and penalties.

By signing this form you indicate that you understand and agree to comply with all the statements listed below.

- My NYC HMIS Data Warehouse User ID and Password are for my use only and must not be shared with anyone.
- I will take all reasonable means to keep my User ID and Password physically secure.
- If I am logged into NYC HMIS Data Warehouse and must leave the work area where the computer is located, I **must log-off** of NYC HMIS Data Warehouse before leaving the work area.
- Any computer that has NYC HMIS Data Warehouse “open and running” shall never be left unattended.
- Any computer that is used to access NYC HMIS Data Warehouse must be equipped with locking (password protected) screen savers.
- Any computer that is used to access NYC HMIS Data Warehouse must have virus protection software installed with auto-update functions.
- Any computer that is used to access NYC HMIS Data Warehouse must have software or hardware firewall protection.
- Failure to log off NYC HMIS Data Warehouse appropriately may result in a breach in client confidentiality and system security.
- If I notice or suspect a security breach, I must notify the HMIS Lead Project System Administrator – NYC Department of Homeless Services – within 3 business days.

I affirm the following:

- 1) I have received the following NYC HMIS trainings

- a. NYC HMIS Data Warehouse use
 - b. Privacy
 - c. Data collection
 - d. Security policy
- 2) I have read and will abide by all policies and procedures in the NYC HMIS Policies and Procedures and have adequate training and knowledge to upload to and export data from and/or run reports from the NYC HMIS Data Warehouse.
- 3) I will maintain the confidentiality of client data in the NYC HMIS Data Warehouse as outlined above and in the NYC HMIS Policies and Procedures Manual.
- 4) I will only search, view, or upload data to the NYC HMIS Data Warehouse that is relevant to the delivery of services to people in housing crisis in New York City.

NYC HMIS Data Warehouse End User Signature

Date

Executing Officer (CHO's Executive Director/ Supervisor)

Date



Appendix C: CHO NYC HMIS Participation Agreement

by and between

New York City Department of Homeless Services

and

Contributing HMIS Organization (CHO) Name: _____

THIS HOMELESS MANAGEMENT INFORMATION SYSTEM ORGANIZATION PARTICIPATION AGREEMENT (the “Agreement”) is made by and between the New York City Department of Homeless Services (DHS), as the primary coordinating entity for the New York City Coalition on the Continuum of Care Homeless Management Information System (hereinafter “NYC HMIS”), and _____, a nonprofit corporation or organization located at _____ (hereinafter “Organization”).

Whereas, the NYC HMIS is a client information system that records the use of housing and services which can use to determine the utilization of services of participating agencies, identifying gaps in the local service continuum and develop outcome measurements.

Whereas, DHS, in partnership with New York City Continuum of Care, is the Lead Agency for the NYC HMIS.

Now, therefore, in consideration of the mutual promises contained in this Agreement, DHS and Organization agree as follows:

I. Definitions

“Organization” is the Organization named in this Agreement.

“Client” is a consumer of services provided by or through the Organization.

“Contributing HMIS Organizations (CHO)” are all the Agencies participating in NYC HMIS.

“Data Warehouse” is the central repository of client level data from the CHOs.

“Participating Project” means a project operated by a Contributing HMIS Organization (CHO) which records data elements regarding clients served and uploads these data elements through agreed upon means to the Data Warehouse operated by the Lead HMIS Agency.

“Project-level HMIS-compliant system” is defined as a client management information system operated by a project that allows the project to collect the minimum required data elements and to meet other established minimum participation thresholds as set forth in CHO HMIS Participation Agreements.

II. Conditions for NYC HMIS Participation

The Organization agrees to abide by the most current NYC CoC HMIS Policies and Procedures approved and adopted by the NYC CoC, incorporated by reference, except as stated in **Section III. Exceptions**. These include: privacy, security, client consent and data entry requirements. The Organization also agrees to assure that all

employees and agents comply with these policies. The “New York City CCoC HMIS Policies and Procedures” can be obtained online at www.nychomeless.com.

The Organization indicates cooperation with the NYC CCoC HMIS Policies and Procedures for all participating projects through annual certified compliance with the Administrative and Software Certification Checklist, attached hereto as **Appendix D. Administrative and Software Certification Checklist** and incorporated by reference, and Annual Security Certification Checklist or certification of no change, attached hereto as **Appendix E. Security Certification Checklist** and incorporated by reference. A list of participating projects for the Organization is provided in Appendix D.

The Organization shall appoint a CHO HMIS Administrator responsible for all duties specified in Appendix D [and any additional duties listed here]. The Organization shall appoint a CHO HMIS Security Contact responsible for all duties specified in Appendix E [and any additional duties listed here, such as providing trainings to Organization staff].

III. Exceptions

Organization has indicated in the Administrative and Software Certification Checklist, attached hereto as Appendix D and incorporated by reference, that it is an entity covered by the Health Insurance Portability and Accountability Act (HIPAA) and is subject to those privacy rules. As such, Organization is not subject to the NYC CCoC Privacy Policy. All other policies and procedures indicated in the NYC CCoC Policies and Procedures apply.

Organization has indicated in Appendix D or E of this Agreement that it does not, at the time of execution of this Agreement, meet all requirements for participation in the NYC HMIS. Consistent with NYC CCoC Policies and Procedures, Organization shall resolve the issues not later than the date(s) indicated in Appendix D and E and shall re-submit an updated Appendix D and/or E, as applicable.

[Language related to any other exceptions appropriate to an Organization unable to meet the requirements for supporting a CHO HMIS Security Contact or required trainings.]

IV. Rights and Responsibilities of Parties

As stated in the Memorandum of Understanding (MOU), as the Lead HMIS Agency, DHS has the following responsibilities:

- a) Governance and Reporting
- b) Planning and Policy Development
- c) Grant Administration
- d) HMIS Lead System Administration
- e) End User Administration
- f) Data Quality and Compliance Monitoring
- g) Conducting Security, Privacy and Data Quality trainings
- h) Ensuring HMIS is operating in accordance with these Policies and Procedures

CHOs are responsible for

- a) Self Certifying compliance with these policies and procedures
- b) Remediation for non-compliant systems
- c) Collecting and uploading data to the NYC HMIS as per these policies and procedures
- d) Ensuring End Users of the project level HMIS compliant system are adhering to the privacy and confidentiality requirements
- e) Training CHO End Users on CHO’s Project-level HMIS-compliant system

V. Oversight and Sanctions

The HMIS Lead Agency will monitor CHO compliance with these policies and procedures and can verify CHO self-certifications via site visits.

VI. Other Terms and Conditions

DHS shall not be liable to the Organization for any services, hardware, or software associated with the operation of any project-level HMIS-compliant system except as specified above.

DHS shall not be liable to Organization for any cessation, delay, or interruption of any Data Warehouse services, nor for any malfunction of Data Warehouse software.

This Agreement shall be in force from the execution date for a period of one year or until terminated in writing by either party. Without limiting the generality of the foregoing or the right of DHS to terminate this Agreement for any reason, DHS may terminate this Agreement if funding for HMIS or any part thereof becomes unavailable or is restricted.

IN WITNESS WHEREOF, DHS and Organization have executed this Agreement by their respective duly authorized representatives.

NYC Department of Homeless Services (DHS)

By: _____ Title: _____ Date: _____

ORGANIZATION: _____

[Insert Organization name]

By: _____ Date _____

Printed Name: _____

Title or Capacity: _____

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Appendix D: NYC HMIS Administrative and Software Certification Checklist

Contributing HMIS Organization (CHO) Name: _____

A. Identification and Contact Information

Executing Officer (Executive Director or Chief Executive Officer)

- a. Name
- b. Title
- c. Phone
- d. Email

CHO HMIS Administrator (may be the same as the Executing Officer)

- a. Name
- b. Title
- c. Phone
- d. Email

Backup CHO HMIS Administrator

- a. Name
- b. Title
- c. Phone
- d. Email

CHO HMIS Administrator's duties include:

- Providing a single point of communication between the CHO End Users and the HMIS Lead around HMIS issues;
- Ensuring the stability of the organization connection to the Internet and the data warehouse, either directly or in communication with other technical professionals;
- Training organization End-Users in CHO data collection, security and privacy policies and procedures, and assuring End Users receive any requisite training provided by HMIS Lead for End Users;
- Providing support for the generation of organization reports;
- Managing organization user names and passwords for project level HMIS compliant system;
- Monitoring compliance with standards of client confidentiality and data collection, entry, and retrieval; and
- Participating in CHO HMIS Administrators training and regular meetings.

CHO HMIS Administrator's signature indicating understanding and acceptance of these duties:

You are required to notify DHS within 15 business days if one of these contacts changes.

B. Assurances of Consistency with Policies and Procedures

Each organization is required to establish and follow the following policies and practices. If the requirement cannot be met at the time of execution of the Participation Agreement, you must indicate a date not later than three months execution date by which you will have met the requirement. At that time, you will be required to submit an updated version of this form demonstrating your compliance. **If you achieved full compliance last year and maintain such compliance to date, you may skip this checklist and sign below.**

Required policy	Meets Requirement (Yes/No)	If no, date by which compliance will be met
Administrative Requirements		
Organization has a policy detailing its internal communication practices for HMIS matters consistent with Section 3.2.4 CHO Communications of the NYC HMIS policies and procedures.		
Organization has a policy for granting access to its project-level HMIS-compliant system's End Users consistent with Section 3.6.1 User Levels and Activation of the policies and procedures.		
The organization has adopted the minimal End User Agreement provided by the NYC HMIS Lead		
If not, organization's End User Agreement otherwise meets the minimum requirements established in Section 3.6.2 CHO User Agreement of the policies and procedures.		
End User Agreements are signed and on file for all staff who access the project-level HMIS-compliant system.		
Organization has a policy for managing the breach of End User Agreement that meets the minimum standards outlined in Section 3.6.3 User Agreement Breach of the policies and procedures.		
Each End User has been trained on system use, privacy, security, and data collection requirements consistent with train the trainer sessions provided by the HMIS lead and the NYC HMIS policies and procedures, consistent with Section 3.7 Training Requirements of the policies and procedures.		
The organization has adopted the minimal standard Privacy Policy provided by the NYC HMIS Lead		
If not, organization's Privacy Policy otherwise meets the minimum requirements established in Section 6. Privacy Policy of the policies and procedures.		
The organization's Privacy Policy is posted on the organization's website.		
A sign including the required language described in Section 6.6.2 Informed Client Consent of the policies and procedures is posted at all intake desks or other location where data collection occurs.		

Required policy	Meets Requirement (Yes/No)	If no, date by which compliance will be met
The organization has a policy requiring that all client data is entered into the system as per the requirements of the data collection point, and for “update “within, at most, three business days of a client interaction, consistent with Section 7.4.1 Timeliness.		
The organization has a policy for conducting logic checks to validate the accuracy of the data in its project-level HMIS-compliant system and regularly comparing universal and program specific data elements to available paper records and updating/correcting missing or inaccurate data, consistent with Section 7.4.3 Accuracy of the policies and procedures.		
Software and Technical Requirements		
Client data collection system is a relational database capable of recording client data from a limitless number of service transactions and preserving all required historical data as outlined in Section 7. Data Quality Plan of the NYC HMIS policies and procedures and the current HUD HMIS Data Standards.		
System has the capacity to collect data on system use for the purposes of data quality and security, including login attempts, search parameters, and incidents of changes made to records.		
System has the capacity to collect all project descriptor, universal, program-specific , and metadata elements as specified in Section 7. Data Quality Plan of the policies and procedures.		
System has the capacity to meet technical security requirements specified in Section 4. HMIS Security Plan of the policies and procedures and technical privacy requirements specified in Section 6. Privacy Policy of the policies and procedures.		
System has the capacity to transfer data directly to the Data Warehouse or export a CSV file of all required data elements consistent with current HUD HMIS CSV Format documentation for the purposes of upload to the Data Warehouse.		

C. Project List

Provide a list of all projects operated by this organization whose primary purpose is to meet the specific needs of people who are homeless or at-risk of homelessness and indicate if it is or will be participating in the HMIS under this HMIS Participation Agreement. Indicate the project type. **A project information form must be completed for each participating project.**



Appendix E: NYC HMIS Security Certification Checklist

A. Designate a Security Contact

Organization Name

Security Contact

- e. Name
- f. Title
- g. Phone
- h. Email

Security Contact duties include, but are not limited to:

- Annually review the Security Certification Checklist document, test the CHO security practices for compliance, and work with appropriate vendors (where applicable) to confirm security compliance of the project-level HMIS-compliant system.
- Using this Security Certification Checklist document, certify that the CHO adheres to the Security Plan or provide a plan for remediation of non-compliant systems, including milestones to demonstrate elimination of the shortfall over time.
- Communicate any security questions, requests, or security breaches to the DHS System Administrator and Security Officer.
- Communicate security-related HMIS information to the organization's End Users.
- Complete security training offered by the HMIS Lead.
- Additional duties specified in the HMIS Participation Agreement.

CHO Security Contact signature indicating understanding and acceptance of these duties:

You are required to notify DHS within 15 business days if this contact changes.

B. Assurances of Consistency with Security Plan

Each organization is required to meet the following security requirements. If the requirement cannot be met at the time of execution of the Participation Agreement, you must indicate a date not later than three months execution date by which you will have met the requirement. At that time, you will be required to submit an updated version of this form demonstrating your compliance. **If you achieved full compliance last year and maintain such compliance to date, you may skip this checklist and sign below.**

Required policy	Meets Requirement (Yes/No)	If no, date by which compliance will be met
Organization has a policy regarding conducting background checks and hiring individuals with criminal justice histories consistent with Section 4.4.1 Criminal Background Verification of the HMIS policies and procedures.		
Documentation is on file that each End User has completed security training prior to gaining system access consistent with Section 4.4.2 Annual Security Training of the HMIS policies and procedures.		
Organization has established procedures protecting the physical security of the facilities and media in which the data is stored or has provisions in its contract with the provider of the project-level HMIS-compliant system to meet the minimum standards established in Section 4.6.1 Physical Security of the policies and procedures (including temperature control and surge suppressors).		
All HMIS data is copied to another medium and stored in a secure off-site location at least weekly or the organization has included provisions in its contract with the provider of the project-level HMIS-compliant system to meet the minimum standards established in Section 4.6.2 Backup of the policies and procedures.		
Restoration of backed-up data has been tested within the last 12 months.		
Organization has policies and procedures that specify how the software provider or system operator will address all reported bugs within three business days and specify that, if customer intervention is required, the CHO is responsible for ensuring that all enhancements, upgrades and bug fixes are applied promptly upon release by the software provider, consistent with Section 4.6.3 Software Security of the policies and procedures.		
Organization maintains and follows procedures to install, update and use anti-virus software on all CHO-owned devices used to access the project-level HMIS-compliant system, consistent with Section 4.6.3 Software Security of the policies and procedures.		
Identify the anti-virus software in use		
Specify the frequency with which the software is updated and the frequency with which the devices will be scanned. At minimum, update of the software and scan the relevant devices for viruses and malware must be done monthly		

Required policy	Meets Requirement (Yes/No)	If no, date by which compliance will be met
Organization has established procedures for protecting HMIS data behind a firewall or has provisions in its contract with the provider of the project-level HMIS-compliant system to meet the minimum standards established in Section 4.6.4 Boundary Protection of the policies and procedures.		
The project-level HMIS-compliant system's password requirements have been tested within the last 12 months and meet the minimum standards established in Section 4.6.5 System Access User Authentication and Passwords of the policies and procedures.		
The following username protections have been formalized in a written procedure and tested within the last 12 months:		
<ul style="list-style-type: none"> Defines a period of inactivity after which the user's workstation must be automatically logged out of the system and/or locked out of the computer, requiring a username and password to resume use of the project-level HMIS-compliant system. 		
<ul style="list-style-type: none"> Requires that any default passwords provided for initial entry into the application be changed on first use. 		
<ul style="list-style-type: none"> Defines how individual users' forgotten passwords will be reset and communicated to the user. 		
<ul style="list-style-type: none"> Specifies how unsuccessful login attempts will be handled and confirm that the project-level HMIS-compliant system will maintain an auditable record of all attempted logins. At maximum, 5 consecutive unsuccessful login attempts must lock a user out of the system for at least 30 minutes. 		
Organization has a procedure for accessing its project-level HMIS-compliant system through networks and devices not owned or managed by the CHO consistent with Section 4.6.5 System Access User Authentication and Passwords of the policies and procedures.		
Organization's project-level HMIS-compliant system maintains audit records of user activity, including attempted logins, searches conducted by each user, records altered by each user, and records added by each user.		
Organization has a policy to monitor audit records regularly for security breaches at least monthly, consistent with Section 4.6.6 Audit Controls of the policies and procedures.		
Organization has a policy specifying that End Users may not electronically transmit any unencrypted client-level data across a public network, consistent with Section 4.7 PII Management and Disposal of the policies and procedures.		
Organization has a policy specifying any hard drives or removable media on which PII is stored will be encrypted and that users are prohibited from storing client-level data on any personally owned media, consistent with Section 4.7 PII Management and Disposal of the policies and procedures.		

Required policy	Meets Requirement (Yes/No)	If no, date by which compliance will be met
Organization has a policy describing how hard-copy and electronic client-level data will be protected and disposed of, consistent with Section 4.7 PII Management and Disposal of the policies and procedures.		
Organization has a policy specifying the thresholds and process for security incident reporting, consistent with Section 4.8 Security Incidents of the policies and procedures.		
Organization maintains records of any and all security breaches to the project-level HMIS-compliant system.		
Each CHO will have a plan in place for maintaining and recovering access to its own data, consistent with Section 5 Disaster Recovery of the policies and procedures.		

We affirm and certify that this organization, _____, achieved full compliance last year (and has a completed checklist on file with DHS) for all requirements listed as “CHO” (Contributing HMIS Organization) responsibilities in the U.S. Department of Housing and Urban Development Homeless Management Information System (HMIS) Data and Technical Standards Final Notice and with the NYC CCoC HMIS Policies and Procedures. This certification is incorporated into the HMIS Participation Agreement. Any misrepresentation of the foregoing may result in termination of the Participation Agreement.

OR

We affirm and certify the above information is true and that this organization, _____, is in full compliance with all requirements listed as “CHO” (Contributing HMIS Organization) responsibilities in the U.S. Department of Housing and Urban Development Homeless Management Information System (HMIS) Data and Technical Standards Final Notice and with the NYC CCoC HMIS Policies and Procedures or will be in compliance within the timeframes stated above. This certification is incorporated into the HMIS Participation Agreement. Any misrepresentation of the foregoing may result in termination of the Participation Agreement.

CHO HMIS Security Contact

Signature _____

Date _____

Executing Officer

Signature _____

Date _____



Appendix F: NYC HMIS Project Information Form

One form must be completed for each participating project prior to its initial upload, when changes are made, and annually thereafter.

Organization Name	
Project Name (as per NYC HMIS)	
Project Name (as per Grant)	
Contract Grant #	

Project Address 1	
Project Address 2	
Project City	
Project State	
Project Zip Code	
Contact Person	
Contact Email	
Contact Phone #	

Does this project serve or provide resource & referral services to clients?

- Yes
- No (*skip to question #10*)

1. Project Type: (check ONLY ONE - Each project type is distinct and requires separate HMIS set-up. A project that has multiple types should complete multiple forms and only select one type per form/set-up. If you have more than one project type at your site (e.g. HUD TH and SAMHSA PATH), you must create separate projects in HMIS and upload for each project.)

<input type="checkbox"/> Emergency Shelter	<input type="checkbox"/> Safe Haven
<input type="checkbox"/> Transitional Housing	<input type="checkbox"/> PH - Housing Only
<input type="checkbox"/> PH - Permanent Supportive Housing (disability required for entry)	<input type="checkbox"/> PH – Housing with Services (no disability required for entry)
<input type="checkbox"/> Street Outreach	<input type="checkbox"/> Day Shelter
<input type="checkbox"/> Services Only	<input type="checkbox"/> Homelessness Prevention
<input type="checkbox"/> Other	<input type="checkbox"/> PH – Rapid-Re-Housing

2. Method for Tracking Emergency Shelter Utilization: (check ONLY ONE)

- Entry/ Exit Method
- Night-by-Night Method
- Not Applicable (Project Type is not an Emergency Shelter)

3. Federal Partner Funding Source: (check all that apply and complete columns to the right)

<u>Federal Partner Programs & Components</u>	<u>Grant Start Date</u> MM/DD/YYYY	<u>Grant End Date</u> MM/DD/YYYY
<input type="checkbox"/> HUD:CoC – Permanent Supportive Housing		
<input type="checkbox"/> HUD:CoC – Rapid Re-Housing		

<u>Federal Partner Programs & Components</u>	<u>Grant Start Date</u> MM/DD/YYYY	<u>Grant End Date</u> MM/DD/YYYY
<input type="checkbox"/> HUD:CoC – Supportive Services Only		
<input type="checkbox"/> HUD:CoC – Transitional Housing		
<input type="checkbox"/> HUD:CoC – Safe Haven		
<input type="checkbox"/> HUD:CoC – Single Room Occupancy (SRO)		
<input type="checkbox"/> HUD:ESG – Emergency Shelter (operating and/or essential services)		
<input type="checkbox"/> HUD:ESG – Homelessness Prevention		
<input type="checkbox"/> HUD:ESG – Rapid Rehousing		
<input type="checkbox"/> HUD:ESG – Street Outreach		
<input type="checkbox"/> HUD:HOPWA – Hotel/Motel Vouchers		
<input type="checkbox"/> HUD:HOPWA – Housing Information		
<input type="checkbox"/> HUD:HOPWA – Permanent Housing		
<input type="checkbox"/> HUD:HOPWA – Permanent Housing Placement (facility based or TBRA)		
<input type="checkbox"/> HUD:HOPWA – Short-Term Rent, Mortgage, Utility assistance		
<input type="checkbox"/> HUD:HOPWA – Short-Term Supportive Facility		
<input type="checkbox"/> HUD:HOPWA – Transitional Housing (facility based or TBRA)		
<input type="checkbox"/> HUD:HUD/VASH		
<input type="checkbox"/> HHS:PATH – Street Outreach & Supportive Services Only		
<input type="checkbox"/> HHS:RHY – Basic Center Program (prevention and shelter)		
<input type="checkbox"/> HHS:RHY – Maternity Group Home for Pregnant and Parenting Youth		
<input type="checkbox"/> HHS:RHY – Transitional Living Program		
<input type="checkbox"/> HHS:RHY – Street Outreach Project		
<input type="checkbox"/> HHS:RHY – Demonstration Project		
<input type="checkbox"/> VA: Community Contract Emergency Housing		
<input type="checkbox"/> VA: Community Contract Residential Treatment Program		
<input type="checkbox"/> VA:Domiciliary Care		
<input type="checkbox"/> VA:Community Contract Safe Haven Program		
<input type="checkbox"/> VA:Grant and Per Diem Program		
<input type="checkbox"/> VA:Compensated Work Therapy Transitional Residence		
<input type="checkbox"/> VA:Supportive Services for Veteran Families		
<input type="checkbox"/> N/A (please indicate funder) _____		

4. Bed and Unit Inventory Information:

	<i>Households without children</i>	<i>Households with at least one adult and one child</i>	<i>Households with only children</i>
UNIT Inventory			
BED Inventory			

	<i>Households without children</i>	<i>Households with at least one adult and one child</i>	<i>Households with only children</i>
Of the BEDS shown above, how many are HMIS Participating Beds?			
Of the BEDS shown above, how many are dedicated to the Chronically Homeless Bed Inventory (PSH Only)?			
Of the BEDS shown above, how many are dedicated to Veteran Bed Inventory?			
Of the BEDS shown above, how many are dedicated to Youth Bed Inventory?			
Of the Youth Beds, what number are restricted to: _____ Only Under Age 18 _____ Only Ages 18 to 24 _____ Only Youth under age 24 (both of the above)			
Emergency Shelters only: BEDS that are available on a Year-round basis?			
Emergency Shelters only: BEDS that are available on a Seasonal basis?			
Emergency Shelters only: BEDS that are available on an Overflow basis?			
Emergency Shelters only: BED Type (insert number)? _____ Facility-based _____ Voucher _____ Other			

5. **Main Site Address for the site where most of this project’s housing units are located or services are provided. If the project is mobile or scattered-site, provide the address of the administrative office for the project (DO NOT complete if this is a victim service project)**

Street: _____
City: _____ State: N.Y Zip Code: _____ County: _____

6. **How would you describe the site where your housing units are located or your service encounters are provided? (check only one)**

- Multiple Sites
- Single site, single building
- Single site, multiple buildings

7. **Which of the following best describes the type of housing offered by this project at the main site? (check only one)**

- Emergency Shelter
- Transitional Housing
- PH - Permanent Supportive Housing
- Safe Haven
- PH - Housing Only
- PH - Housing With Services

PH - Rapid Re-Housing

8. Which of the following best describes the Funder: Program of housing offered by this project at the main site? (check only one)

<input type="checkbox"/> HUD: CoC	<input type="checkbox"/> HHS RHY
<input type="checkbox"/> HUD: ESG	<input type="checkbox"/> HHS: PATH
<input type="checkbox"/> HUD: HOPWA	<input type="checkbox"/> VA: HCHV
<input type="checkbox"/> HUD: HUD/VASH	<input type="checkbox"/> VA: GPD
<input type="checkbox"/> HUD: RHSAP	<input type="checkbox"/> VA: SSVF

9. Which other sources of funding ?

<input type="checkbox"/> NY NY 1 or 2	<input type="checkbox"/> OMH
<input type="checkbox"/> NY NY 3	<input type="checkbox"/> OASAS
<input type="checkbox"/> DHS SRO Support Subsidy	<input type="checkbox"/> SHFYA
<input type="checkbox"/> HASA	<input type="checkbox"/> MRT
<input type="checkbox"/> High Needs 1 or High Needs 2	<input type="checkbox"/> Other

10. Which of the following best describes this residential project? (check only one)

Residential housing in a building or complex that houses populations with special needs (homeless or formerly people, people with substance abuse problems, people with mental illness, people with HIV/AIDS) AND people without any special needs

Residential housing in a building or complex that houses ONLY people with special needs (homeless or formerly people, people with substance abuse problems, people with mental illness, people with HIV/AIDS)

a. Does this project have any of the following "target populations"? (if applicable, check only one)
– A population is considered a target population if the project is designed to serve that population and at least three-fourths of the clients served by the project fit the description.

<input type="checkbox"/> Domestic violence victims	<input type="checkbox"/> People with HIV/AIDS
<input type="checkbox"/> Veterans	<input type="checkbox"/> Not Applicable

11. When did your organization start operating this project (month/day/year)? _____/_____/_____



Appendix G: NYC HMIS Project End User Agreement

End User: _____ (print full name of user)

End User work phone number: _____

End User work e-mail: _____

Organization: _____ (print name of Organization)

USER POLICY

HMIS Project End Users will comply, to the best of their ability, with both the policies and procedures of their organization and those of the NYC CCoC HMIS. As guardians entrusted with personal data, [organization name] users have a moral and a legal obligation to ensure that the data they collect is being collected, accessed and used appropriately, as well as a duty to protect client information. It is also the responsibility of each user to ensure that client data is only used to the ends to which it was collected. Proper user training, adherence to the NYC CCoC Policies and Procedures I, and a clear understanding of client confidentiality are vital to achieving these goals.

USER RESPONSIBILITY

Your User ID and Password give you access to [name of system] and data. By signing this form below you indicate your understanding and acceptance of the proper use of this access. Failure to uphold the confidentiality standards set forth below is grounds for immediate termination from the system.

Please initial before each bullet point to indicate you have read each statement, understand, and agree.

_____ I understand that each client must be made aware of the CHO’s privacy policy (the “Privacy Policy”) and its content regarding the collection, use and maintenance of such client’s protected personally identifiable information.

_____ I understand that the Privacy Policy must be provided to the client upon request and a notice indicating that the Privacy Policy is available must be posted at the provider’s intake desk.

_____ I understand that my User ID and Password are for my use only and will not be shared with anyone.

_____ I will take all reasonable precautions to keep my Password physically secure.

_____ I will never let anyone else know my password, use my Password, or access the system using my password.

_____ I will only let only individuals who are authorized view information in the system (or the Client to whom the information pertains).

_____ I will only view, obtain, disclose, or use the database information that is necessary to perform my job.

_____ I will not leave a computer unattended when I am logged into the system.

_____ I will log-off the system before leaving the work area, even for a very short time.

_____ I understand that failure to log off [name of system] appropriately may result in a breach in client confidentiality.

_____ I will assure that any and all printouts / hard copies of client information must be kept in a secure place, such as a locked file.

_____ I will assure that any printouts / hard copies of client information no longer needed will be shredded or otherwise properly destroyed to maintain confidentiality.

_____ If I notice or suspect a security breach, I will immediately notify my organization HMIS security contact, [name].

I affirm the following:

_____ I have received training in how to use [name of system].

_____ I have read and will abide by all policies and procedures in the NYC CCoC HMIS Policies and Procedures and have adequate training and knowledge to enter data.

_____ I will maintain the confidentiality of client data as outlined above and in the NYC CCoC HMIS Policies and Procedures.

_____ I will only collect, enter and extract data in [name of system] that is relevant to the delivery of services to people in housing crisis in New York City.

I, **(Print)** _____, acknowledge that I have received, read, and understood the NYC HMIS Policies and Procedures. I understand and agree to comply with the requirements contained in the Policies and Procedures. I further understand that failure to comply with the Policies and Procedures may result in sanctions, up to and including termination and civil and criminal penalties.

I understand and agree to comply with all the statements listed above.

CHO Project End User Signature

Date

CHO Supervisor

Date

Appendix H: Example Minimal Standard CHO Privacy Policy

Privacy Policy for _____
(Organization Name)

What this Policy Covers.

1. This document describes the privacy policy and practices of _____. Our main office is at _____.
2. This policy covers the collection, use, and maintenance of protected personal information for clients of _____, as an organization affiliated with the NYC Coalition on the Continuum of Care (CCoC).
3. Personally Identifiable Information/ Protected Identifying Information (PII) is any personal information we maintain about a client that:
 - a. Allows identification of an individual directly or indirectly;
 - b. Can be manipulated by a reasonably foreseeable method to identify a specific individual; or
 - c. Can be linked with other available information to identify a specific client.
4. We adopted this policy because the Department of Housing and Urban Development issued standards for Homeless Management Information Systems. We intend our policy and practices to be consistent with those standards. See 69 Federal Register 45888 (July 30, 2004).
5. This policy informs our clients, our staff, and others how we process personal information. We follow the policy and practices described in this privacy policy.
6. We may amend our policy or practices at any time. Amendments may affect PII that we obtained before the effective date of the amendment.
7. We give a written copy of this privacy policy to any individual who asks for it.
8. We maintain a copy of this policy on our website at _____

How and Why We Collect PII.

1. We collect PII only when appropriate to provide services or for another specific purpose of our organization or when required by law. We may collect information for these purposes:
 - a. To provide individual case management;
 - b. To produce aggregate-level reports regarding use of services;
 - c. To track individual project-level outcomes;
 - d. To identify unfilled service needs and plan for the provision of new services;
 - e. To conduct research for consulting and/or educational purposes; and
 - f. To accomplish any and all other purposes deemed appropriate by the CCoC.
2. We only use lawful and fair means to collect PII.
3. We normally collect with the knowledge or consent of our clients. If you seek our assistance and provide us with PII, we assume that you consent to the collection of information described in this policy.
4. We share this data with the NYC Department of Homeless Services, Planning, Development & Grants unit: the agency appointed by the CCoC to manage all PII we record about our clients. This agency is required to maintain the confidentiality of the data and has a privacy policy that is available to the public at this website: <http://www.nyc.gov/html/dhs/html/home/home.shtml>
5. We post a sign at our intake desk or other location explaining the reasons we ask for PII. The sign says:
[CHOs SHOULD REPLACE THIS LANGUAGE WITH THEIR OWN, AS APPROPRIATE] *<We collect personal information about homeless individuals in a computer system called a Homeless*

Management Information System (HMIS) for reasons that are discussed in our privacy policy. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs, to improve services for homeless individuals, and to better understand the needs of homeless individuals. We only collect information that we consider to be appropriate. If you have any questions or would like to see our privacy policy, our staff will provide you with a copy.>

How We Use and Disclose PII.

1. We use or disclose PII for activities described in this part of the policy. We may or may not make any of these uses or disclosures of your PII. We assume that you consent to the use or disclosure of your PII for the purposes described below and for other uses and disclosures that we determine to be compatible with these uses or disclosures:
 - a. To provide or coordinate services to individuals;
 - b. for functions related to payment or reimbursement for services;
 - c. To carry out administrative functions such as legal, audits, personnel, oversight and management functions;
 - d. To create de-identified (anonymous) information;
 - e. When required by law to the extent that use or disclosure complies with and is limited to the requirements of the law;
 - f. To avert a serious threat to health or safety if:
 - i. We believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of an individual or the public; and
 - ii. The use or disclosure is made to a person reasonably able to prevent or lessen the threat, including the target of the threat.
 - g. To report about an individual we reasonably believe to be a victim of abuse, neglect or domestic violence to a governmental authority (including a social service or protective services agency) authorized by law to receive reports of abuse, neglect or domestic violence in any of the following three circumstances:
 - i. Where the disclosure is required by law and the disclosure complies with and is limited to the requirements of the law;
 - ii. If the individual agrees to the disclosure; or
 - iii. To the extent that the disclosure is expressly authorized by statute or regulation and either of the following are applicable:
 - A. We believe the disclosure is necessary to prevent serious harm to the individual or other potential victims; or
 - B. If the individual is unable to agree because of incapacity, a law enforcement or other public official authorized to receive the report represents that the PII for which disclosure is sought is not intended to be used against the individual and that an immediate enforcement activity that depends upon the disclosure would be materially and adversely affected by waiting until the individual is able to agree to the disclosure;
 - iv. When we make a permitted disclosure about a victim of abuse neglect or domestic violence, we will promptly inform the individual who is the victim that a disclosure has been or will be made, except if:
 - A. We, in the exercise of professional judgment, believe informing the individual would place the individual at risk of serious harm; or
 - B. We would be informing a personal representative (such as a family member or friend), and we reasonably believe the personal representative is responsible for the abuse, neglect or other injury, and that informing the personal representative would not be in the

best interests of the individual as we determine in the exercise of our professional judgment.

- h. To a law enforcement official for a law enforcement purpose (if consistent with applicable law and standards of ethical conduct) under any of these circumstances:
 - i. In response to a lawful court order, court-ordered warrant, subpoena or summons issued by a judicial officer, or a grand jury subpoena;
 - ii. If the law enforcement official makes a written request for PII that:
 - A. Is signed by a supervisory official of the law enforcement agency seeking the PII;
 - B. States that the information is relevant and material to a legitimate law enforcement investigation;
 - C. Identifies the PII sought;
 - D. Is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought; and
 - E. States that de-identified information could not be used to accomplish the purpose of the disclosure.
 - iii. If we believe in good faith that the PII constitutes evidence of criminal conduct that occurred on our premises;
 - iv. In response to an oral request for the purpose of identifying or locating a suspect, fugitive, material witness or missing person and the PII disclosed consists only of name, address, date of birth, place of birth, social security number and distinguishing physical characteristics; or if:
 - A. The official is an authorized federal official seeking PII for the provision of protective services to the President or other persons authorized by 18 U.S.C. 3056, or to foreign heads of state or other persons authorized by 22 U.S.C. 2709(a)(3), or for the conduct of investigations authorized by 18 U.S.C. 871 and 879 (threats against the President and others); and
 - B. The information requested is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought.
 - i. To comply with government reporting obligations for HMIS and for oversight of compliance with HMIS requirements.
 - j. To third parties for the following purposes:
 - i. To permit other systems of care to conduct data matches (i.e., to determine if you are also utilizing services from such other systems of care); and
 - ii. To permit third party research firms and/or evaluators to perform research and evaluation services in connection with the programs administered by the CCoC and the other agencies;
 - A. Provided that before PII is disclosed under this subsection, the third party that will receive such PII and use it as permitted above must first execute a Data Use & Disclosure Agreement requiring such third party to comply with all applicable laws and regulations, including the privacy standards and disclosure provisions contained in the Department of Housing and Urban Development Homeless Management Information Systems; Data and Technical Standards Final Notice (see 69 Federal Register 45888 (July 30, 2004)), which such standards and provisions are reflected herein.
2. Before we make any use or disclosure of your PII that is not described here, we seek your consent first.

How to Inspect and Correct PII.

1. You may inspect and have a copy of your PII that we maintain. We will offer to explain any information that you may not understand.
2. We will consider a request from you for correction of inaccurate or incomplete PII that we maintain about you. If we agree that the information is inaccurate or incomplete, we may delete it or we may choose to mark it as inaccurate or incomplete and to supplement it with additional information.
3. We may deny your request for inspection or copying of PII if:
 - a. The information was compiled in reasonable anticipation of litigation or comparable proceedings;
 - b. The information is about another individual (other than a health care provider or homeless provider);
 - c. The information was obtained under a promise of confidentiality (other than a promise from a health care provider or homeless provider) and if the disclosure would reveal the source of the information; or
 - d. Disclosure of the information would be reasonably likely to endanger the life or physical safety of any individual.
4. If we deny a request for access or correction, we will explain the reason for the denial. We will also include, as part of the PII that we maintain, documentation of the request and the reason for the denial.
5. We may reject repeated or harassing requests for access to or correction of PII.

Data Retention.

1. We collect only PII that is relevant to the purposes for which we plan to use it. To the extent necessary for those purposes, we seek to maintain only PII that is accurate, complete and timely.
2. We will dispose of PII not in current use seven years after the information was created or last changed. As an alternative to disposal, we may choose to remove identifiers from the PII.
3. We may keep information for a longer period if required to do so by an applicable statute, regulation, contract or other requirement.

Complaints and Accountability.

1. We accept and consider questions or complaints about our privacy and security policies and practices. You may ask <name an individual or provide a point of contact and describe a process for submitting questions or complaints.>
2. All members of our staff (including employees, volunteers, affiliates, contractors and associates) are required to comply with this privacy policy. Each staff member must receive and acknowledge receipt of a copy of this privacy policy.
3. In the event that your question or complaint is not sufficiently addressed through this organization, you may take your concerns to the Grievance Committee of the CCoC. Individuals will submit grievances in writing to the co-chairs. The co-chairs will pass the grievance to the Grievance Committee, which will review it and make a recommendation back to the co-chairs. The co-chairs will make the final decision about the outcome and notify you. More information about this Committee can be found at www.NYCHomeless.com

Appendix I: NYC HMIS Data Dictionary

Participation in the HMIS requires that you collect all the universal and program-specific data elements on all clients served in your program consistent with the HUD 2014 HMIS Data Standards and the requirements of your program funding. The complete HUD 2014 HMIS Data Standards Manual can be found [here](#). The document provides response categories for each data element as well as more detailed guidance.

HUD also released an HMIS Data Dictionary, which can be found [here](#). This document states “HMIS systems must be able to collect all of the data elements defined in the HMIS Data Dictionary, support system logic identified in this document, and ensure the visibility of data elements as appropriate to the project type and federal funding sources for any given project.” (pg. 5)

There are four sets of data elements that must be collected, though some elements are only required for certain funders and/or project types/components.

1. Project Descriptor Data Elements
2. Universal Data Elements
3. Program Specific Data Elements
4. Metadata Elements

Most data elements include “Client doesn’t know” and “Client refused” response categories. These are considered valid responses if **the client** does not know or the client refuses to respond to the question. It is not HUD’s intention that clients be denied service if they refuse or are unable to supply the information; however, some information may be required by programs or public or private funders to determine eligibility for housing or services, to assess needed services, or to fulfill reporting requirements. **The “Client doesn’t know” or “Client refused” responses should not be used to indicate that the case manager or data entry person does not know the client’s response.** “Data not collected” should be used when the user did not collect or does not have the information to enter a response. This response will equate to missing data or null values for reporting purposes.

Project Descriptor Data Elements

HUD #	Data Element	Program Applicability	Data Collected About	When Collected			
				Initial Set Up	Reviewed Annually	Update	Exit
2.1	Organization Identifiers	All programs, all components	All Organizations	X	X		
2.2	Project Identifiers	All programs, all components	All Projects	X	X		
2.3	CoC Code	All programs, all components	All Projects that Serve Clients	X	X		
2.4	Project Type	All programs, all components	All Projects	X	X		
2.5	Method for tracking ES utilization	ESG, HOPWA, RHY, VA HCHV	All Emergency Shelters	X	X		
2.6	Federal Partner Funding Sources	All programs, all components	All Projects	X	X		
2.7	Bed and Unit Inventory Information	CoC: PSH, RRH, TH; ESG ES, RRH; HUD VASH; VA: HCHV, GPD SSVF RRH; RHY: BCP, MGH, TLP	Projects Intended to be included on the HIC	X	X	X	

Universal Data Elements

HUD #	Data Element	Program Applicability	Subjects	When Collected			
				Record Creation	Project Entry	Update	Exit
3.1	Name	All Programs	All Persons in the Household	X			
3.2	Social Security Number	All Programs	All Persons in the Household	X			
3.3	Date of Birth	All Programs	All Persons in the Household	X			
3.4	Race	All Programs	All Persons in the Household	X			
3.5	Ethnicity	All Programs	All Persons in the Household	X			
3.6	Gender	All Programs	All Persons in the Household	X			
3.7	Veteran Status	All Programs	All Adults in Household	X			
3.8	Disabling Condition	All Programs	All Adults in Household		X		
3.9	Residence Prior to Program Entry	All Programs	Head of Household and Adults		X		
3.10	Project Entry Date	All Programs	All Persons in the Household		X		
3.11	Project Exit Date	All Programs	All Persons in the Household				X
3.12	Destination	All Programs	Head of Household and Adults				X
3.13	Personal ID	All Programs	All Persons in the Household – System Generated	X			
3.14	Household ID	All Programs	All Persons in the Household – System Generated		X		
3.15	Relationship to Head of Household	All Programs	All Persons in the Household		X		
3.16	Client Location	All Programs	Head of Household		X	X	
3.17	Length of Time on Street, in an Emergency Shelter or Safe Haven	All Programs	Head of Household and Adults		X		

Program Specific Data Elements (does not include extra RHY program specific data elements)

HUD #	Data Element	Program Applicability	Subjects	When Collected				
				At Project Entry	Annual Assessment	Update	Project Exit	Every Contact (as applicable)
4.1	Housing Status	HOPWA, PATH	Head of Household and Adults	X				
4.2	Income and Sources	CoC, RHY, ESG, HOPWA, SSVF	Head of Household and Adults	X	X	X	X	
4.3	Non-Cash Benefits	CoC, RHY, ESG, HOPWA, SSVF	Head of Household	X	X	X	X	
4.4	Health Insurance	CoC, RHY, ESG, HOPWA, SSVF	All Persons in the Household	X	X	X	X	
4.5	Physical Disability	CoC, PATH, RHY, ESG, HOPWA	All Persons in the Household	X		X	X	

HUD #	Data Element	Program Applicability	Subjects	When Collected				
				At Project Entry	Annual Assessment	Update	Project Exit	Every Contact (as applicable)
4.6	Developmental Disability	CoC, PATH, RHY, ESG, HOPWA	All Persons in the Household	X		X	X	
4.7	Chronic Health Condition	CoC, PATH, RHY, ESG, HOPWA	All Persons in the Household	X		X	X	
4.8	HIV/AIDS	CoC, ESG, HOPWA	All Persons in the Household	X		X	X	
4.9	Mental Health Problem	CoC, PATH, RHY, ESG, HOPWA	All Persons in the Household	X		X	X	
4.10	Substance Abuse	CoC, PATH, RHY, ESG, HOPWA	All Persons in the Household	X		X	X	
4.11	Domestic Violence	CoC, ESG, HOPWA	All Adults & Unaccompanied Youth	X		X		
4.12	Contact	CoC (SSO Outreach) PATH RHY, ESG (outreach)	Head of Household and Adults	X			X	X
4.13	Date of Engagement	CoC (SSO Outreach, RHY, ESG (outreach)	Head of Household and Adults			X		
4.14	Services Provided	PATH, RHY, HOPWA, SSVF	All Persons in Household			X		
4.15	Financial Assistance Provided	ESG programs, PATH programs, HOPWA, SSVF	All Persons in the Household		X			X
4.16	Referrals Provided	PATH, RHY	All Persons in the Household			X		
4.17	Residential Move-In Date	CoC (RRH), ESG (RRH), SSVF	All Persons in the Household	X		X		
4.18	Housing Assessment Disposition		Head of Household				X	
4.19	Housing Assessment at Exit	ESG (RRH), HOPWA	All Persons in the Household				X	
4.39	Medical Assistance	HOWPA	All household members with HIV/AIDS	X			X	

HUD #	Data Element	Program Applicability	Subjects	When Collected				
				At Project Entry	Annual Assessment	Update	Project Exit	Every Contact (as applicable)
4.41	Veteran's Information	SSVF	All veteran household members	X				
4.42	% of AMI	SSVF	Head of Household	X				
4.43	Last Permanent Address	SSVF	Head of Household and Adults	X				

Metadata Elements

HUD #	Data Element	Program Applicability	Data Collected about	Collection Point				
				Record Creation	Record Add	Record Edit	Client data entry of specified elements	Client Program-Specific data entry
5.1	Date Created	All programs, all components	All records	X				
5.2	Date Updated	All programs, all components	All data elements		X	X		
5.3	Data Collection Stage	All programs, all components	All client level data				X	
5.4	Information Date	All programs, all components	Specified in program specific data elements					X
5.5	Project Identifier	All programs, all components	Specified data elements		X	X		
5.6	Project Entry ID	All programs, all components	All client level data		X			
5.7	User Identifier	All programs, all components	All Records	X	X	X	X	X

Universal Data Elements

3.1 Name

Rationale: The first, middle, last names, and suffix should be collected to support the unique identification of each person served.

Collection Point(s): At client record creation

Subjects: All clients.

Definitions and Instructions: Four fields should be created in the HMIS database to capture the client's full first, middle, and last names and any suffixes (e.g., John David Doe, Jr.). Programs should seek to obtain legal names only and avoid aliases or nickname

Response Category Descriptions: Select "Client doesn't know" when client does not know their name. Use "Client doesn't know" vs. "Partial, street name or code name reported" if false name is entered solely

because the client did not know or was unable to provide their name. Select “Client refused” when client refuses to provide their name.

3.2 Social Security Number

Rationale: The collection of a client’s Social Security Number (SSN) and other personal identifying information is required for two important reasons. First, unique identifiers are key to producing an accurate, unduplicated local count of homeless persons accessing services covered by HMIS. This is particularly critical in jurisdictions where CoC providers do not share data at the local level and are, therefore, unable to use a Unique Person Identification Number to de-duplicate (at intake) across all the programs participating in the CoC’s HMIS. Where data are not shared, CoCs must rely on a set of unique identifiers to produce an unduplicated count in the central server once the data are sent to the HMIS Lead Agency. Name and date of birth are useful unique identifiers, but these identifiers alone do not facilitate as accurate an unduplicated count of homeless persons as the SSN since names change and people share the same date of birth. Where data are shared across programs, the SSN greatly improves the process of identifying clients who have been served and allows programs to de-duplicate upon program entry. Second, an important Congressional goal is to increase the use of mainstream programs by homeless persons. To achieve this goal, homeless service providers need the SSN along with the other personal identifiers in order to access mainstream services for their clients.

Collection Point(s): At client record creation.

Subjects: All clients.

Definitions and Instructions: In one field, record the nine-digit Social Security Number. In another field, record the appropriate SSN type (data quality code). If a partial social security number is obtained an “x” may be entered as a placeholder for any missing digit.

3.3 Date of Birth

Rationale: The date of birth can be used to calculate the age of persons served at time of program entry or at any point in receiving services. It will also support the unique identification of each person served.

Collection Point(s): At client record creation.

Subjects: All clients.

Definitions and Instructions: Collect the month, day, and year of birth for every person served. If a client cannot remember the year of birth, ask the person’s age and calculate the approximate year of birth. If a client cannot remember the month or day of birth, record an approximate date of “01” for month and “01” for day. CoCs that already have a policy of entering another approximate date may continue this policy. Approximate dates for month and day will allow calculation of a person’s age within one year of their actual age. Select “Client doesn’t know” if the client is unable to recall their age within one year. Use “Client doesn’t know” vs. “Approximate or partial DOB reported” if you entered an approximate or partial date of birth because the client did not know their date of birth within one year. In another field, record the appropriate date of birth type (data quality code).

3.4 Race

Rationale: Race is used to count the number of homeless persons who identify themselves within five different racial categories. In the October 30, 1997 issue of the Federal Register (62 FR 5 8782), the Office of Management and Budget (OMB) published “Standards for Maintaining, Collecting, and Presenting Federal Data on Race and Ethnicity.” All existing federal recordkeeping and report requirements must be in compliance with these Standards as of January 1, 2003. The data standards in this Notice follow the OMB guidelines and can be used to complete HUD form 27061.

Collection Point(s): At client record creation.

Subjects: All clients.

Definitions and Instructions: In separate data fields, collect the self-identified race of each client served. Allow clients to identify multiple racial categories. Staff observations should not be used to collect information on race. Definitions of each of the race categories are as follows:

1 = American Indian or Alaska Native is a person having origins in any of the original peoples of North and South America, including Central America, and who maintains tribal affiliation or community attachment.

2 = Asian is a person having origins in any of the original peoples of the Far East, Southeast Asia or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam.

3 = Black or African American is a person having origins in any of the black racial groups of Africa. Terms such as "Haitian" can be used in addition to "Black or African American."

4 = Native Hawaiian or Other Pacific Islander is a person having origins in any of the original peoples of Hawaii, Guam, Samoa or other Pacific Islands.

5 = White is a person having origins in any of the original peoples of Europe, the Middle East or North Africa.

3.5 Ethnicity

Rationale: Ethnicity is used to count the number of homeless persons who identify themselves as Hispanic or Latino.

Collection Point(s): At client record creation.

Subjects: All clients.

Definitions and Instructions: Collect the self-identified Hispanic or Latino ethnicity of each client served. Staff observations should not be used to determine ethnicity. The definition of Hispanic or Latino ethnicity is a person of Cuban, Mexican, Puerto Rican, South or Central American or other Spanish culture of origin, regardless of race.

3.6 Gender

Rationale: To create separate counts of homeless men, women and transgendered clients served.

Collection Point(s): At client record creation.

Subjects: All clients.

Definitions and Instructions: Record the reported gender of each client served. Gender should be assigned based on the client's self-perceived gender identity. Transgender is defined as identification with, or presentation as, a gender that is different from the gender at birth.

3.7 Veteran Status

Rationale: To determine the number of homeless veterans.

Collection Point(s): At client record creation.

Subjects: All adults served.

Definitions and Instructions: Record whether or not the client is a veteran. Asking additional questions may result in more accurate information as some clients may not be aware that they are considered veterans. (ex. "Have you ever been on active duty in the military?") A veteran is someone who has served on active duty in the armed forces of the United States. This does not include inactive military reserves or the National Guard unless the person was called up to active duty. A project may collect this data element at entry for clients who are expected to turn 18 while enrolled or add a response to the data element to indicate the record is for a client who will turn 18 during enrollment in order to improve the overall data quality for the project or if required by a funder. An HMIS may automatically populate the Veteran Status field for clients who turn 18 during enrollment with a "No" response.

3.8 Disabling Condition

Rationale: Disability condition is needed to help identify clients that meet HUD's definition of chronically homeless and, depending on the source of program funds, may be required to establish client eligibility to be served by the program.

Collection Point(s): At project entry.

Subjects: All clients served.

Definitions and Instructions: For this data element, a disabling condition means: (1) a disability as defined in Section 223 of the Social Security Act; (2) a physical, mental, or emotional impairment which is (a)

expected to be of long-continued and indefinite duration, (b) substantially impedes an individual's ability to live independently, and (c) of such a nature that such ability could be improved by more suitable housing conditions; (3) a developmental disability as defined in Section 102 of the Developmental Disabilities Assistance and Bill of Rights Act; (4) the disease of acquired immunodeficiency syndrome or any conditions arising from the etiological agency for acquired immunodeficiency syndrome; or (5) a diagnosable substance abuse disorder

3.9 Residence Prior to Program Entry

Rationale: To identify the type of residence and length of stay at that residence just prior to (i.e., the night before) program admission.

Collection Point(s): At project entry.

Subjects: Head of household and adults.

Definitions and Instructions: Record the type of living arrangement of the head of household and each adult household member just prior to entry into the project. For rental by client and owned by client, select the response that includes the type of housing subsidy, if any, the client received. A housing subsidy may be tenant-, project- or sponsor-based and provides ongoing assistance to reduce rent burden. This includes either a housing subsidy provided through the Veterans Affairs Supportive Housing (VASH) program or other housing subsidy. Other housing subsidies may include a HUD-funded subsidy (e.g., public housing, Housing Choice Voucher or "Section 8") or other housing subsidy (e.g., state rental assistance voucher). The "Hospital (non-psychiatric)" response includes other residential non-psychiatric medical facilities; "Long-term care facility or nursing home," "Residential project or halfway house with no homeless criteria," and "Rental by client, with GPD TIP subsidy."

3.10 Project Entry Date

Rationale: to determine the start of a client's period of participation with a project. All projects need this data element for reporting; residential continuum projects need it to measure lengths of stay, and services-only continuum projects need it to determine the amount of time spent participating in the project.

Data Collection Point(s): At project entry.

Subjects: All clients.

Definitions and Instructions: Project staff record the month, day and year of project entry. The project entry date indicates a client is now being assisted by the project for: (1) residential projects, with the exception of Permanent Housing-Rapid Re-Housing (PH-RRH) projects, this should be the first date of occupancy in the project (2) PH-RRH projects and non-residential projects this should be the date on which the client began receiving services from the project or would otherwise be considered by the project funder to be a project participant for reporting purposes (3) Street Outreach projects this should be the date of first contact with the client. If there is a gap in occupancy (except for gaps allowed in Permanent Supportive Housing projects and Emergency Shelters using a night-by-night method), clients should be exited from the project; a return to the project should be recorded as a new residential/service record with a new project entry date.

3.11 Project Exit Date

Rationale: To determine the end of a client's period of participation with a project. All projects need this data element for reporting; residential continuum projects need it to measure lengths of stay, and services-only continuum projects need it to determine the amount of time spent participating in the project.

Collection Point(s): At project exit.

Subjects: All clients.

Definitions and Instructions: Project staff record the month, day and year of last day of occupancy or service. For residential projects this date would represent the last day of continuous stay in the project before the client transfers to another residential project or otherwise stops residing in the project. For example, if a person checked into an overnight shelter on January 30, 2014, stayed overnight and left in the morning, the exit date for that shelter stay would be January 31, 2014. For non-residential projects

the exit date may represent the last day a service was provided or the last date of a period of ongoing service. The exit date should coincide with the date the client is no longer considered a project participant. Projects must have a clear and consistently applied procedure for determining when a client who is receiving supportive services is no longer considered a client. For example, if a person has been receiving weekly counseling as part of an ongoing treatment project and either formally terminates their involvement or fails to return for counseling, the last date of service is the date of the last counseling session. To minimize staff and client burden at shelters that require most (or all) clients to reapply for service on a nightly basis, the project can record the entry and exit date at the same time or an HMIS application can automatically record the exit date as the day after the entry date for clients of the overnight project.

A client with an open record for a community-defined extensive length of time in a shelter, outreach, or prevention project may be either automatically exited from the project or may be flagged for MIS end user intervention and exit, depending on the functionality the HMIS supports. The actual exit date should be based on the last date of lodging or service provision. The length of time without client contact or activity that triggers a project exit should be locally determined based on project design and client profile. The CoC must be involved in the determination of “extensive length of time” and which projects the solution is to be applied.

3.12 Destination

Rationale: To determine where a client will stay just after exiting a project for purposes of tracking and outcome measurement.

Collection Point(s): At project exit.

Subjects: Head of household and adults.

Definitions and Instructions: Select the response category that best describes where the client will be living after the date on which they exit the project. For non-lodging projects this may be the same as the place where the client was living during project participation. For “Rental by client” and “Owned by client,” select the response that includes the type of housing subsidy, if any, the client will be receiving. A housing subsidy may be tenant-, project-, or sponsor-based and provides ongoing assistance to reduce rent burden. This includes housing subsidies provided through HUD-funded subsidies (e.g. public housing, Housing Choice Voucher or “Section 8”) or other housing subsidy (e.g., state rental assistance voucher).

3.13 Personal ID

Rationale: To obtain an unduplicated count of persons served within a CoC. Every client entered into an HMIS is assigned a Personal ID, which a permanent and unique number generated by the HMIS application.

Collection Point(s): At client record creation

Subjects: All clients.

Definitions and Instructions: Before creating a client record in HMIS, users must first search the HMIS application for an existing record for that client. If an existing record is found, enrollment and service data should be added to that record. If there is no existing record, a new record must be created; the HMIS application will generate a Personal ID for the new client record at the time it is added to the HMIS.

3.14 Household ID

Rationale: To count the number of households served in a project.

Collection Point(s): At project entry.

Subjects: All clients.

Definition and Instructions: A household ID will be assigned to each household at project entry and applies, for the duration of that project stay, to all members of the household served. The household ID is automatically generated by the HMIS application. A common Household ID should be assigned to each member of the same household. Persons in a household (either adults or children) who are not present when the household initially applies for assistance and later join the household should be assigned the same Household ID that links them to the rest of the persons in the household. The early departure of a household member should have no impact on the Household ID.

3.15 Relationship to Head of Household

Rationale: Identification of the heads of households for each household recorded in HMIS facilitates the identification, tracking and enumeration of households served by projects. In addition, specifying the relationships of household members to the head of household facilitates reporting on household composition

Collection Point(s): At project entry.

Subjects: All clients.

Definition and Instructions: The term “Head of Household” is not intended to mean the leader of the house; it is intended to identify one client to whom all other household members can be associated. There cannot be more than one head of household for any given project entry. Identify the head of household and the relationship of all other household members to the head of household for each household at project entry. If the head of household leaves the project while other household members remain, another member of the household currently participating in the project should be designated as the head of household and the other members’ relationship to the head of household should be revised to reflect each individual’s relationship to the newly designated head of household in the event that it differs from the relationship to whoever was previously identified as the head of household. A household is a single individual or a group of persons who apply together to a continuum project for assistance and who live together in one dwelling unit (or, for persons who are not housed, who would live together in one dwelling unit if they were housed).

3.16 Client Location

Rationale: The Client Location (HUD-assigned CoC Code) is used to link project client data to the relevant CoC and is necessary for projects that operate across multiple CoCs for data export purposes and to ensure accurate counts of persons who are served within a CoC.

Collection Point(s): At project entry.

Subjects: Head of household.

Definitions and Instructions: Select or enter the CoC code assigned to the geographic area where the head of household is staying at the time of project entry. If a client changes residence during the course of a project stay and moves into a different CoC then the CoC number must be updated; the Information Date for the update should be the effective date of the move.

3.17 Length of Time on Street, in an Emergency Shelter or Safe Haven

Rationale: Chronic homeless status is determined by a client’s history of homelessness, disability status, and the length of time spent on the street, in an emergency shelter or a Safe Haven. The addition of this data element enables identification of chronically homeless persons in an HMIS

Collection Point(s): At project entry.

Subjects: Head of Household and adults.

Definitions and Instructions: In separate data fields, indicate whether or not the client meets the threshold for length of time on the street, in an emergency shelter, or Safe Haven as of the date of project entry for purposes of determining chronic homeless status (in combination with other factors).

Response Category Descriptions:

- *Continuously homeless for at least one year:* The client has been homeless and living or residing in a place not fit for human habitation, an emergency shelter, and/or a Safe Haven continuously for at least one year as of project entry. Stays in institutions of 90 days or less do not constitute a break in homelessness, provided the client was homeless prior to entering the institution.
- *Number of Times the Client has been Homeless in the Past Three Years:* Enter “1”, “2”, “3” or “4 or more” based on the number of times the client was homeless and living or residing in a place not fit for human habitation, an emergency shelter, and/or Safe Haven over the past three years prior to project entry. Enter “0” if the client did not experience these types of homelessness in the past three years. Do not count episodes that begin as of project entry. For example, a client who had been staying with a friend and is asked to leave then enters an emergency shelter. They had not

previously stayed on the streets or in a shelter, so the number of times homeless in past three years would be “0”

- Total Number of Months Homeless in the Past Three Years: Similar to number of times the client has been homeless in the past three years, only count months the client was homeless and living or residing in a place not fit for human habitation, an emergency shelter, and/or Safe Haven in the past three years. Any single day or part of a month spent homeless should be counted as one month.
- Number of Years Continuously Homeless: If the number of months the client has been homeless exceed 12 months, indicate the number of years the client has been homeless, understanding that there may have been short breaks in homelessness during the period.
- Status Documented: Indicate if there is documentation in the client’s paper file or in the HMIS of the client’s length of homelessness (either continuously homeless, the number of times homeless, or the number of months homeless in the past three years).

Program Specific Data Elements

The Program-Specific data provide information about the characteristics of clients, the services that are provided, and client outcomes. Some program specific data elements are required by all federal partners, other elements may only be required of certain program types or components.

Most Program-Specific Data elements have specific data collection points: record creations, project entry, update, annual assessment and project exit. Furthermore, not all data elements are required for all subjects. Be sure to read the HMIS Data Standards Manual for complete information.

4.1 Housing Status

Rationale: To identify the housing status and risk for homelessness for persons just prior to project entry, including whether persons are homeless, housed and at risk of homelessness, or in a stable housing situation. This data element allows projects to identify persons according to homeless and at risk criteria established by HUD.

Collection Point(s): At project entry.

Subjects: Head of household and adults.

Definitions and Instructions: For each client, determine the appropriate Housing Status according to the definitions below based on the client’s housing and related conditions just prior to project entry as determined in accordance with the verification and documentation procedures established under the applicable program rules. A client must be coded to a single *homeless and at risk of homelessness status* response category. In addition, in cases where an individual or family meets the definition of homeless under Categories 1 or 2 or meets the at risk definition AND is fleeing domestic violence, they should only be coded to Category 1, 2 or At Risk. Category 4 should only be used when the household does NOT meet any other category but is homeless because of domestic violence.

Response Category Descriptions:

- “Category 1= Homeless”
 - An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
 - i. An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;**OR**
 - ii. An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low income individuals); **OR**
 - iii. An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

- “Category 2 = At imminent risk of losing housing”

Housing Loss in 14 Days: an individual or family who will imminently lose their primary nighttime residence provided that:

 - i. the primary nighttime residence will be lost within 14 days of the date of application for homeless assistance; **AND**
 - ii. No subsequent residence has been identified; **AND**
 - iii. The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or other social networks needed to obtain other permanent housing.

- Category 3 = Homeless only under other federal statutes”

Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:

 - i. Are defined as homeless under section 387 of the Runaway and Homeless Youth Act (42 U.S.C. 5732a), section 637 of the Head Start Act (42 U.S.C. 9832), section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 1404e=2), section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), section 17(b) of the Child Nutrition Act of 1966 (42 U.S.C. 1886(b)), or section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a); **AND**
 - ii. Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless

- “Category 4 – Fleeing domestic violence”

Category 4 should only be used when the household does NOT meet any other category but is homeless solely because they are fleeing domestic violence. Category 4 includes any individual or family who:

 - i. Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual’s or family’s primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence; **AND**
 - ii. Has no other residence **AND**
 - iii. Lacks the resources or support network, e.g., family, friends, faith based or other social networks, to obtain other permanent housing.

- “At Risk of Homelessness”

At project entry, this category is only a valid response for clients being served by Homelessness Prevention or Coordinated Assessment projects. This category includes:

 - (1) An individual or family who:
 - i. Has an annual income below 30 percent of median family income, as determined by HUD; **AND**
 - ii. Does not have sufficient resources or support networks, e.g., family, friends, faith-based or other social networks, immediately available to prevent them from moving to an emergency shelter or another place described in Homeless Category 1 above **AND**
 - iii. Meets one of the following conditions:
 - (A) Has moved because of economic reasons two or more times during the 60 days immediately preceding the application for homelessness prevention assistance;
 - (B) Is living in the home of another because of economic hardship;
 - (C) Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance;
 - (D) Lives in a hotel or motel and the cost of the hotel or motel stay is not paid by charitable organizations or by Federal, State, or local government programs for low-income individuals;

- (E) Lives in a single-room occupancy or efficiency apartment unit in which there reside more than two persons or lives in a larger housing unit in which there reside more than 1.5 persons reside per room, as defined by the U.S. Census Bureau;
 - (F) Is exiting a publicly funded institution, or system of care (such as a health-care facility, a mental health facility, foster care or other youth facility, or correction program or institution); or
 - (G) Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient’s approved consolidated plan (for ESG projects) or the jurisdiction’s approved consolidated plan (for non-ESG projects); **OR**
- (2) A child or youth who does not qualify as “homeless” under the categories described above, but qualifies as “homeless” under section 387(3) of the Runaway and Homeless Youth Act (42 U.S.C. 5732a(3)), section 637(11) of the Head Start Act (42 U.S.C. 9832(11)), section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 1403e—2(6)), section 330(h)(5)(A) of the Public Health Service Act (42 U.S.C. 254b(h)(5)(A)), section 3(m) of the Food and Nutrition Act of 2008 (7 U.S.C. 2012(m)), or section 17(b)(15) of the Child Nutrition Act of 1996 (42 U.S.C. 1786(b)(15)); **OR**
- (3) A child or youth who does not qualify as “homeless” under the categories described above, but qualifies as “homeless” under section 752(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)), and the parent(s) or guardian(s) of that child or youth if living then.
- “Stably Housed”
An individual or family who is not otherwise experiencing homelessness or at risk of homelessness according to the categories above.

4.2 Income and Sources

Rationale: Income and sources of income are important for determining service needs of people at the time of program entry, determining whether they are accessing all income sources for which they are eligible, and describing the characteristics of the homeless population. Capturing the receipt of cash income from various sources will help to: ensure all income sources are counted in the calculation of total income; enable program staff to take into account the composition of income in determining needs; determine if people are receiving the mainstream program benefits to which they may be entitled; help clients apply for benefits assistance; and allow analysis of changes in the composition of income between entry and exit from the program and annual changes prior to program exit. Income data are also needed to complete APRs for all HUD funded CoC Programs.

Collection Point(s): At project entry, annual assessment, and project exit. Update as income and/or sources change.

Subjects: Head of household and adults.

Definition and Instructions: In separate fields, determine (a) whether the client receives any income from the listed sources, (b) and the amount of income received from each source on a monthly basis and (c) the client’s total monthly income (rounded to the nearest U.S. dollar) based on income currently being received by the client. Allow clients to identify multiple sources of income.

When a client has income, but does not know the exact amount, a “Yes” response should be recorded for both the overall income question and the specific source, and the amount should be estimated. Income received by or on behalf of a minor child should be recorded as part of household income under the Head of Household Data should be recorded only for sources of income that are current as of the information date (i.e. have not been specifically terminated). As an example, if a client’s employment has been terminated and the client has not yet secured additional employment, the response for Earned income would be “No.” As a further example, if a client’s most recent paycheck was 2 weeks ago from a job in which the client was working full time for \$15.00/hour, but the client is currently working 20 hours per week for \$12.00 an hour, record the income from the job the client has at the time data are collected (i.e. 20 hours at \$12.00 an hour).

4.3 Non-Cash Benefits

Rationale: Non-cash benefits are important to determine whether clients are accessing all mainstream program benefits for which they may be eligible and to develop a more complete picture of their economic circumstances.

Collection Point(s): At project entry, annual assessment, and project exit. Update as Non-cash benefits change.

Subjects: Head of household and adults.

Definition and Instructions: For each source listed below, determine if the client receive any non-cash benefits at the current time. Clients may identify multiple sources of non-cash benefits. **For households with more than one member, non-cash benefits should be assigned in HMIS to all members of the household for whom the benefit is intended.** For example, if an entire family is enrolled in Medicaid, the “Non-cash benefits received from any source” question would be assigned as “Yes” for all household members and the “Source of non-cash benefit: Medicaid health insurance_program” would be assigned as “Yes” for all household members. Benefits received by a minor child should be assigned to the head of household. In the event that a minor child enters or leaves the household and the non-cash benefits received by the household change as a result, an update to the head of household’s record should be entered to reflect that change.

A “Yes” response should be recorded only for current benefits. As an example, if a client received food stamps on the first of the month and expects to receive food stamps again on the first of the next month, record “Yes” for Supplemental Nutritional Assistance Program (SNAP). If a client received food stamps on the first of the month but is not eligible to receive food stamps on the first of next month, then the client would not be considered to be currently receiving food stamps and “No” should be recorded for Supplemental Nutritional Assistance Program (SNAP).

4.4 Health Insurance

Rationale: Health insurance information is important to determine whether clients currently have health insurance coverage and are accessing all mainstream project medical assistance benefits for which they may be eligible, and to ascertain a more complete picture of their economic circumstances.

Collection Point(s): At project entry, annual assessment, and project exit. Update as health insurance changes.

Subjects: All clients.

Definitions and Instructions: If the response to Covered by Health Insurance is “No” then no further data collection is required. If the response is “Yes” then record whether or not the client is covered by each of the listed insurance types. If required by a funder, enter the reason why such insurance is not being received for each health insurance source. To reduce data collection and reporting burden, if a client reports having no health insurance coverage, no additional data collection is required unless required by a specific funder. Medicaid, Medicare, State Children’s Health Insurance Program and Veterans Administration Medical Services were previously collected as part of the Non-Cash Benefit element and should not be collected under “Health Insurance”.

4.5 Physical Disability

Rationale: To count the number of physically disabled persons served, determine eligibility for disability benefits, and assess the need for services. Needed to complete APRs for HUD-funded homeless assistance programs.

Collection Point(s): In the course of client assessment once the individual is **admitted, at** program **exit,** and **at least once annually** during program enrollment if the period between program entry and exit exceeds one year. Programs may decide when to collect the information on an annual basis, but HUD encourages programs that are required to complete an APR to update these data elements near the end of their APR operating year.

Subjects: All clients served.

Definition and Instructions: In separate fields, determine (a) if the client has a physical disability, (b) if the disability is expected to be of long-continued and indefinite duration and impairs the client’s ability to live independently, (c) if there is documentation of the disability on file, and (d) if the client is currently

receiving services of treatment for this disability or received services or treatment prior to exiting the project. If the response to physical disability is yes, the case manager records must document the physical disability. Documentation includes written verification from a state-licensed professional, such as a medical service provider or a health-care provider, the Social Security Administration, or the receipt of a disability check (i.e., SSDI check or VA disability benefit check).

4.6 Developmental Disability

Rationale: To count the number of developmentally disabled persons served, determine eligibility for disability benefits, and assess their need for services. Needed to complete APRs for HUD-funded homeless assistance programs.

Collection Point(s): In the course of client assessment once the individual is **admitted, at** program **exit**, and at **least once annually** during program enrollment if the period between program entry and exit exceeds one year. Programs may decide when to collect the information on an annual basis, but HUD encourages programs that are required to complete an APR to update these data elements near the end of their APR operating year.

Subjects: All clients served.

Definition and Instructions: In separate fields, determine (a) if the client has a developmental disability, (b) if the disability is expected to substantially impair the client's ability to live independently, (c) if there is documentation of the disability on file, and (d) if the client is currently receiving services or treatment for this disability or received services or treatment prior to exiting the program. For the purposes of this Notice, a developmental disability means a severe, chronic disability that is attributed to a mental or physical impairment (or combination of physical and mental impairments) that occurs before 22 years of age and limits the capacity for independent living and economic self-sufficiency. If the response to developmental disability is yes, the case manager records must document the developmental disability. Documentation includes written verification from a state-licensed professional, such as a medical service provider or a health-care provider, the Social Security Administration, or the receipt of a disability check (i.e., SSDI check or VA disability benefit check).

4.7 Chronic Health Condition

Rationale: To count the number of persons served with severe health conditions and assess their need for healthcare and other medical services. Needed to complete APRs for HUD-funded homeless assistance programs.

Collection Point(s): In the course of client assessment once the individual is admitted, at program exit, and at least once annually during program enrollment if the period between program entry and exit exceeds one year. Programs may decide when to collect the information on an annual basis, but HUD encourages programs that are required to complete an APR to update these data elements near the end of their APR operating year.

Subjects: All clients served.

Definition and Instructions: In separate fields, determine (a) if the client has a chronic health condition, (b) if the condition is expected to be of long-continued and indefinite duration and impairs the client's ability to live independently, (c) if there is documentation of the condition on file, and (d) if the client is currently receiving services or treatment for this condition or received services or treatment prior to exiting the program. For the purposes of these Data Standards, a chronic health condition means a diagnosed condition that is more than 3 months in duration and is either not curable or has residual effects that limit daily living and require adaptation in function or special assistance. Examples of chronic health conditions include, but are not limited to: heart disease (including coronary heart disease, angina, heart attack and any other kind of heart condition or disease); severe asthma; diabetes; arthritis-related conditions (including arthritis, rheumatoid arthritis, gout, lupus, or fibromyalgia); adult onset cognitive impairments (including traumatic brain injury, post-traumatic distress syndrome, dementia, and other cognitive related conditions); severe headache/migraine; cancer; chronic bronchitis; liver condition; stroke; or emphysema. If the response to chronic health condition is yes, the case manager records must document the chronic health condition. Documentation includes written verification from a state-licensed professional, such as

a medical service provider or a health-care provider, the Social Security Administration, or the receipt of a disability check (i.e., SSDI check or VA disability benefit check).

4.8 HIV/AIDS

Rationale: To count the number persons served who have been diagnosed with AIDS or have tested positive for HIV and assess their need for services. Needed to complete APRs for HUD-funded homeless assistance programs.

Collection Point(s): In the course of client assessment once the individual is **admitted**, at program **exit**, and at least **once annually** during program enrollment if the period between program entry and exit exceeds one year. Programs may decide when to collect the information on an annual basis, but HUD encourages programs that are required to complete an APR to update these data elements near the end of their APR operating year.

Subjects: All clients served.

Definition and Instructions: In separate fields, determine (a) if the client has HIV/AIDS, (b) if the disability is expected to substantially impair the client's ability to live independently, (c) if there is documentation of the disability on file, and (d) if the client is currently receiving services or treatment for this condition or received services or treatment prior to exiting the project.

4.9 Mental Health

Rationale: To count the number of persons with mental health problems served and to assess the need for treatment. Needed to complete APRs for HUD-funded homeless assistance programs.

Collection Point(s): In the course of client assessment once the individual is **admitted**, at program **exit**, and **at least once annually** during program enrollment if the period between program entry and exit exceeds one year. Programs may decide when to collect the information on an annual basis, but HUD encourages programs that are required to complete an APR to update these data elements near the end of their APR operating year.

Subjects: All clients served.

Definition and Instructions:

In separate data fields, determine: (a) if the client has a mental health problem, (b) if the problem is expected to be of long-continued and indefinite duration and substantially impedes a client's ability to live independently, (c) if there is documentation of the problem on file, and (d) if the client is currently receiving services or treatment for the problem or received services or treatment prior to exiting the project. A mental health problem may include serious depression, serious anxiety, hallucinations, violent behavior or thoughts of suicide. If the response to mental health condition is yes, the case manager records must document the mental health condition. Documentation includes written verification should from a state-licensed professional, such as a medical service provider or a health-care provider, the Social Security Administration, or the receipt of a disability check (i.e., SSDI check or VA disability benefit check).

4.10 Substance Abuse

Rationale: To count the number of persons served with substance abuse problems and to assess the need for treatment. Needed to complete APRs for HUD-funded homeless assistance programs).

Collection Point(s): In the course of client assessment once the individual is admitted, at program exit, and at least once annually during program enrollment if the period between program entry and exit exceeds one year. Programs may decide when to collect the information on an annual basis, but HUD encourages programs that are required to complete an APR to update these data elements near the end of their APR operating year.

Subjects: All clients served.

Definition and Instructions: In separate data fields, determine (a) if the client has an alcohol or drug abuse problem or both, (b) if the problem is expected to be of long-continued and indefinite duration and substantially impedes a client's ability to live independently, (c) if there is documentation of the problem on file, and (d) if the client is currently receiving services or treatment for the condition or received services or treatment prior to exiting the project.

4.11 Domestic Violence

Rationale: Ascertaining whether a person is a victim of domestic violence is necessary to provide the person with the appropriate services to prevent further abuse and to treat the physical and psychological injuries from prior abuse. Also, ascertaining that a person may be experiencing domestic violence may be important for the safety of program staff and other clients. At the aggregate level, knowing the size of the homeless population that has experienced domestic violence is critical for determining the resources needed to address the problem in this population. Needed to complete APRs for HUD-funded homeless assistance programs.

Collection Point(s): At project entry. Update if information changes anytime during project stay.

Subjects: Head of household and adults.

Definition and Instructions: In separate fields, determine (a) if the person has ever been a victim of domestic violence, and (b), if so, when the client's most recent experience of domestic violence occurred.

4.12 Contact

Rationale: To record and count the number of contacts with homeless persons by street outreach and other service projects and to provide information on the number of contacts required to engage the client.

Collection Point(s): At project entry, project exit and each contact between entry and exit.

Subjects: Head of household and adults.

Definition and Instructions: Record the date and location of each contact with a client. To record a contact in HMIS requires that a client record be established with at least minimal client descriptors included in the Universal Data Elements (e.g. name, gender, and race). This data element is required for all Street Outreach Projects. Service setting, residential could include emergency, transitional or permanent housing; treatment facility, including health, mental health, or substance abuse clinic or hospital; jail, prison, or juvenile detention facility; family or friend's room, apartment, condo, or house; foster care or group home.

4.13 Date of Engagement (required for street outreach only; optional for other programs)

Rationale: To count the number of homeless persons engaged by street outreach programs during the operating year. Needed to complete APRs for HUD funded homeless assistance programs that provide street outreach.

Collection Point(s): Update.

Subjects: Head of household and adults.

Definition and Instructions: The definition of a client engagement may vary among programs and communities. As a matter of general principle, an engagement is defined as an interactive client relationship that results in a deliberate client assessment. Record the date a client became engaged. Only one date of engagement is allowed between project entry and project exit. It may be on or after the project entry date and prior to project exit. For the purpose of the APR, street outreach programs must report the number of clients that were engaged. Record this date as the two-digit month, two-digit day and four-digit year.

4.14 Services Provided (required for ESG prevention and rapid re-housing-funded programs only; optional for all other programs)

Rationale: To determine the type of financial assistance (including rental assistance, security deposits, utility deposits, utility payments, moving cost assistance, and motel and hotel vouchers) and amount provided during program participation.

Data Source: Case manager records.

When Data are Collected: When ESG financial assistance is provided as a one-time transaction and at least once every three months for participants receiving medium-term rental assistance.

Subjects: All clients served.

Definition and Instructions: Record ESG financial assistance that is provided to a third party for the benefit of program clients. In separate fields record the following financial assistance information: start date for financial assistance, end date of financial assistance, type of financial assistance, and amount of ESG

financial assistance. Response categories for the types of financial assistance are consistent with the requirements of the HPRP Notice (FR-5307-N-01). Financial Assistance Provided data should be collected for each member of the household benefiting from ESG financial assistance. Programs that provide on-going rental assistance for consecutive months (i.e., short-term rental assistance for two to three months or medium-term rental assistance) must minimally enter one Financial Assistance Provided record for each three-month period of consecutive rental assistance. Programs may choose to record rental assistance on a monthly basis. ESG-funded programs are required to re-evaluate the eligibility of program participants who receive medium-term rental assistance. Recording rental assistance at least every three months may help programs monitor compliance with this requirement. For one-time payments of rental assistance for a current month or first month and for one-time or multiple payments of rental assistance for consecutive months, the start date in the Financial Assistance Provided record must correspond to the first day of the month for which rental assistance applies and the end date must correspond to the last day of the last month for which rental assistance applies. A new Financial Assistance Provided record must be entered if there is a break in rental assistance for one or more months during a period of program participation (as determined by program entry and exit date). For one-time payment of rental arrears, last month rent, utility payments (including payment for arrears), security deposit, utility deposit, and moving cost assistance the start date in the Financial Assistance Provided record must correspond to the day the Financial Assistance was approved. The end date should be identical to the start date. Programs that provide hotel/motel voucher assistance should enter one Financial Assistance Provided record with a start date that corresponds to the first day for which the voucher assistance applies and an end date that corresponds to the last day voucher assistance applies. A separate record should be entered if there is a break in hotel/motel voucher assistance for one or more days during a period of program participation (as determined by program entry and exit date). With the exception of on-going rental assistance for consecutive months and hotel/motel voucher assistance for consecutive days, as described above, clients who receive multiple instances of financial assistance for a single type of financial assistance (e.g., utility payment assistance for two consecutive months) or who are assisted with two or more distinct types of financial assistance (utility deposit, security deposit, etc.) should have a separate Financial Assistance Provided transaction recorded for each instance of assistance. Programs must record the amount of ESG financial assistance provided for each instance of one-time or ongoing financial assistance, as described above. Programs may also choose to record information on financial assistance provided through other sources. However, this should be recorded as a separate transaction in order to distinctly record and track ESG financial assistance payments

4.17 Residential Move-In Date

Rationale: To differentiate between clients who are awaiting placement in housing and those who have moved into permanent housing for Rapid Re-Housing projects. This data is critical to point-in-time and housing inventory counts as it differentiates a client from a homeless status (in shelter) to a permanent housing status (in RRH housing unit).

Collection Point(s): At project entry. Edit as necessary to reflect changes during the course of enrollment.

Subjects: All clients.

Definitions and Instructions: Indicate the date on which the client achieved placement in permanent housing. In the event that the client returns to homelessness prior to the project exit date, edit (i.e., change the response to In Permanent Housing to “No”) to reflect the change. All RRH clients at project entry must have recorded whether the client is residing in housing through the Rapid Re-Housing project by indicating “Yes” or “No”. If “No” is recorded at project entry for In Permanent Housing a subsequent edit must be made to specify the date the client moves into housing. For all clients who have answered “Yes” for In Permanent Housing, the date the client physically moved into housing must be entered.

4.18 Housing Assessment Disposition:

Rationale: To track client disposition following a brief assessment of critical housing needs. This data element may be used as part of a coordinated assessment system. The disposition response categories represent the different types of continuum projects or other community assistance to which a client may be referred upon presenting to a coordinated assessment project or related point of contact with a request for assistance to address a housing crisis.

Collection Point(s): At project exit (or update as required based on model).

Subjects: Head of household.

Definitions and Instructions: Indicate the appropriate disposition of the client following a housing crisis assessment once at or before project exit

4.19 Housing Assessment at Exit

Rationale: To determine whether clients exiting prevention projects have remained stably housed.

Collection Point(s): At project exit.

Subjects: All clients.

Definitions and Instructions: Determine the response value that best describes the client's housing circumstances from project entry to project exit. "Moved into a transitional or temporary housing facility or program" includes transitional housing for homeless and non-homeless persons, treatment facilities, or institutions.

Appendix J: Sample Security Incident Reporting Form

Introduction

On [insert date MM/DD/YYYY, [insert Agency Name]] experienced a security incident involving elements of our information technology infrastructure.

Provide a brief, high-level overview of the incident that occurred, what network components were affected, what the expected cause was, what measures were taken, and what the next steps will be. Again, keep this introduction brief and limited to a single paragraph.

This report will document the security incident’s following details:

- Times, dates, and activities attempted by the Information Technology (IT) department throughout the incident.
- Activities accomplished by the IT department.
- Impact of the incident on IT services and infrastructure.
- Alerting and detection methods used.
- IT’s response to the incident.
- Changes made and/or required by IT as a result of lessons learned from the incident.

Timeline and Activities

Use the following table to list information from security log files. Use only those log files that pertain to the incident itself, and include any physical actions taken by IT. Attach all copies of pertinent log files to this report. How many entries are included depends on the length and type of security incident.

Date	Time	Source IP	Target	Protocol	Details

Activities Performed During Incident

Discuss here the historical context of the incident. Include any information derived from the user(s) of the system(s) or device(s) that were compromised.

- A user may have been traveling for business purposes and using his or her company laptop to log onto the Internet via Wi-Fi connections at several different airports. This would mean that the laptop was connecting without the benefit of the corporate firewall or of updated anti-virus definitions.
- Include what type of worm or Trojan IT believes infected the laptop and how IT has reached this conclusion.

Impact on IT Services

Provide full details on how the security incident impacted IT operations and services, if at all. State if the impact was high, medium, or low, based on the different services, procedures, and devices compromised. In the case of an infected laptop, operational impact on enterprise IT infrastructure would be minimal if the laptop's infection was caught early enough. From a procedural standpoint, however, the impact would be much higher.

Alerting and Detection Methods

State how or by what procedure the security incident was discovered. For instance, the laptop's infection was discovered during a normal review of firewall logs by the network administrator, or via an Intrusion Detection System.

IT's Response to Incident

1. State how long it took for IT to report the incident to senior management.
2. State how long it took to mitigate the security incident. This timeline should span the moment in which the incident was detected until the immediate threat was ended.

Next Steps and Changes Made

Give a high-level strategic outlook of how IT security must change in order to prevent future threats from occurring. For example, "The IT security perimeter must be altered to prevent unauthorized traffic from leaving the network, such as a Trojan notifying its creator that a back door has been established. This will be enforced by updating egress rules on the corporate firewall."

- "Text":
 - "activity"
- Add any other mitigation techniques to be employed by IT.

Current Status of Incident

Updates

Attachment Part 1 of 3:

NYC Department of Housing Preservation and Development Housing Choice Program



**Department of
Housing Preservation
& Development**

**Department of Housing Preservation and Development
Housing Choice Voucher Program**

Administrative Plan

May 1, 2017

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3 LOCAL PREFERENCES AND SPECIAL ADMISSIONS

3.1 Local Preferences

Federal regulations permit a housing authority to establish a system of preferences for the selection of families admitted to the program. The system must be based on local housing needs and priorities as determined by the PHA.

HPD may change these preferences to respond to changes in local housing needs or emergency housing situations. When changes are made, HPD will offer an opportunity for public comment as part of the Agency Plan approval processes.

HPD will verify all preference claims at the time the application is reviewed. Staff may re-verify a preference claim if they believe the family's circumstances have changed at the time of selection from the waiting list.

HPD's preferences are summarized below:

- Homeless Households and Programs for Near Homeless, including SRO Re-Rentals and Special Needs Housing
- HPD Building Renovation Households – Relocation
- HPD Building Renovation Households – Rent Restructuring
- In Place Households with Rent Burdens - Homeless Housing and Special Needs Housing
- In Place Households with Rent Burdens - Homeless Prevention Strategies
- HPD Pilot Programs for the Expansion of Affordable Housing
- Households in Special Circumstances

Homeless Households and Programs for Near Homeless, including SRO Re-Rentals and Special Needs Housing:

- 1) Households that have a primary nighttime residence that is either:
 - a) A publicly or privately-operated homeless shelter in HPD's jurisdiction designed to provide temporary living accommodation, including shelters operated by DHS and designated by HPD to receive HCV assistance for its clients; or
 - b) The home of another household in HPD's jurisdiction that is allowing the applicant to reside temporarily, provided that the applicant has been classified as homeless by HPD's Emergency Housing Services Bureau.

In order to qualify for this preference, a household must maintain their eligibility for homeless assistance as certified by the responsible government agency administering the shelter assistance.

- 2) Households that maintain a precarious permanent housing situation, as certified by a government agency including HPD and HRA, which puts them at risk of becoming homeless. Examples include families whose short term subsidy will end imminently.

HPD Building Renovation Households – Relocation:

Households that reside in a building that is in need of substantial renovation and is either owned by the City of New York or an entity designated by the City to achieve its housing goals, or is part of the City’s housing preservation efforts. The voucher will be issued to allow the applicant to locate alternate housing.

HPD Building Renovation Households – Rent Restructuring:

Households that reside in buildings that have been or will be renovated with financial assistance from HPD (generally within 24 months from the date of application) which result in rent increases that cause rent hardship to the applicant. Rent hardship is defined as paying more than 30% of gross income toward rent, plus utilities not included in the rent.

In Place Households with Rent Burdens - Homeless Housing and Special Needs Housing:

Households from HPD homeless and special needs housing programs that maintain a rent burden of more than 30% of annual household income toward rent plus utilities not included in the rent.

Applications received under this preference must be referred by HPD program staff, or a designated program sponsor, and represent a household that has relocated from a homeless shelter within 24 months preceding the date of the application.

In Place Households with Rent Burdens - Homeless Prevention Strategies:

Households that maintain a rent burden of more than 30% of annual household income toward rent plus utilities not included in the rent, and reside in buildings that were developed in the past with financial assistance from HPD, or buildings for which HPD maintains a regulatory agreement governing the operation of the building.

Applications received under this preference must be referred by HPD program staff, or a designated program sponsor, and represent a building that has been identified by the agency to receive Housing Choice Voucher assistance for its eligible residents.

Households in Special Circumstances:

Households are in circumstances that present an imminent risk to their life, health or safety, and where Housing Choice Voucher assistance is the primary mechanism for remedying the emergency situation and/or households in other housing emergency circumstances. Only a very limited number of admissions each year will be made under this preference category, based on voucher availability. Special circumstance cases require submission of a written petition by the applicant or advocate along with documentation of the special circumstance, and must have the written approval of the First Deputy Commissioner, Deputy Commissioner, or the Assistant Commissioner of the Division of Tenant Resources.

HPD Pilot Programs for the Expansion of Affordable Housing:

Households participating in pilot programs developed by the agency to increase the supply of affordable housing or housing designated for special needs populations through the provision of Housing Choice Voucher rental assistance.

The table below presents some examples of government-administered programs that correspond to each local preference.

Preference	HPD/ Example Agency Programs
Homeless Households and Programs for Near Homeless	Client and Housing Services SRO Human Resources Administration Domestic Violence Homeless Placement Services
HPD Building Renovation – Relocation	Third Party Transfer Multi-family Preservation Loan Program Affordable Neighborhood Cooperative Program
HPD Building Renovation – Rent Restructuring	Affordable Neighborhood Cooperative Program Housing Rehabilitation Program Third Party Transfer Year 15 Participation Loan Program Multi-family Preservation Loan Program
In Place – Homeless and Special Needs Housing	SRO
In Place – Homeless Prevention Strategies – Households with Rent Burden	Mitchell Lama Rent Burden; Coop and Rental Asset Management Year 15 Third Party Transfer Participation Loan Program
Special Circumstances	Emergencies

Per HUD regulations, a Project-Based Voucher program participant who is eligible to move with continued assistance will receive absolute preference for the next available Housing Choice Voucher.

3.2 Special Admission Programs

HPD will assist families who do not qualify for other local preferences when HUD awards funding which targets certain categories of families. Special admission families will be admitted through a special process. They do not have to qualify for any local preferences, nor are they required to previously be on the HCV program’s single waiting list. HPD maintains separate records of these admissions. HPD will use such targeted funding in accordance with the conditions imposed when funds are awarded and accepted. Turnover vouchers (i.e., vouchers recycled when an existing participant leaves the program) for all below special admission programs will be converted to

regular Housing Choice Vouchers and distributed to applicants in accordance with the agency's regular selection policy.

The following special admission programs are administered by HPD:

3.2.1 Enhanced Vouchers

HPD uses enhanced vouchers to preserve housing units that might otherwise be lost due to housing conversion actions such as mortgage prepayments, project-based opt-outs, some HUD enforcement actions, and HUD property disposition. Enhanced vouchers are a type of Tenant Protection Voucher also known as "sticky" vouchers because the enhanced assistance only applies if the voucher holder stays in the conversion project. If the family moves outside the development, the voucher reverts to a regular housing choice voucher and the regular HCV program rules apply. (See separate chapter on Enhanced Vouchers for more information).

3.2.2 Rental Assistance Demonstration (RAD) Tenant Protection Vouchers

Through the FY13 Appropriation, Congress created RAD to enable certain eligible projects to convert Tenant Protection Vouchers into project based vouchers or project based rental assistance at conversion. Project eligibility criteria are determined by the RAD Final Implementation Notice Revision 1 issued by HUD on July 2, 2013. HPD will administer the program in conformance with that notice and any subsequent guidance provided by HUD. In the areas HPD has discretion in implementation of the program, HPD policy is laid out below:

- Eligible project based voucher units under RAD will have an income limit (for initial eligibility determination) of 80% of the Area Median Income. Upon unit turnover, eligibility for these PBV units will have an income limit of 50% of the Area Median Income.

In all other ways, the program will be administered as the Project Based Voucher program is administered unless HUD provides explicit guidance indicating variance from PBV regulations.

3.2.3 Welfare-to-Work

HPD no longer accepts new applicants in the Welfare-to-Work program, but families already utilizing welfare-to-work vouchers remain in the program. Welfare-to-work voucher families were those who, upon admission were 1) residing in a city-owned building or a homeless shelter operated by HPD or HRA; 2) were receiving TANF assistance or were eligible to receive TANF assistance within the previous two years from the date of application for Housing Choice Vouchers; and 3) were able to demonstrate that Housing Choice Voucher assistance was critical to the success of an adult household member obtaining or retaining employment.

3.2.4 Mainstream Vouchers

Mainstream vouchers enable non-elderly families having a person with disabilities to lease affordable private housing of their choice. HPD may accept new applicants for the Mainstream voucher program based on funding availability.

3.2.5 HUD Veterans Administration Supportive Housing (VASH) Program

HUD VASH vouchers enable veterans who are homeless as defined by the McKinney Vento Homeless Assistance Act. The Veterans Administration (VA) Medical centers in New York City will determine program eligibility for households and refer eligible households to HPD. Turn-over vouchers are dedicated to house other VA referred eligible households. Unless waived by HUD regulations, the program will operate with similar procedures as the HCV program. HCV regulatory requirements modified for VASH program participants include, but are not limited to:

- Waiver of screening requirements for criminal background or debts owed to PHAs;
- Addition of VA case management compliance for continued eligibility in the program;
- VASH participants may port (transfer) outside of HPD's jurisdiction only to another PHA where VA case management may be completed;
- VASH voucher holders have at least 120 days to search for a unit;
- In the case of a family break-up at any time during program participation and application, the VASH voucher will remain with the Veteran; and
- Extension of voucher term may require consent of HUD VASH Coordinators.

In addition to these modifications, HPD will coordinate closely with HUD VASH case managers as a means of providing reasonable accommodation in cases where there is a risk of termination from the program. HPD may accept new applicants for the VASH program based on funding and turn-over voucher availability. In accordance with program requirements and with HUD and VA approval, HPD may convert its allocation of VASH tenant based vouchers to project based vouchers.

HPD will administer a HUD VASH project based voucher program. This program will be administered as described in Chapter 21 of this Plan except for differences as outlined the Federal Register as published on 5/23/2012.



NEW YORK CITY HOUSING AUTHORITY

Housing Choice Voucher Program Administrative Plan

**Housing Choice Voucher Program
2016 Administrative Plan**

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E. Tenant Protection Vouchers

Tenant protection vouchers were designed to subsidize rents for tenants facing certain housing conversion actions such as mortgage prepayments, contract expirations and the sale or foreclosure of HUD-owned property. To qualify for a tenant protection voucher, the family must be an existing resident of the property being converted and must remain in place following conversion.

IV. APPLICATIONS, WAITING LIST AND TENANT SELECTION

A. Waiting List: HCVP

1. Opening and Closing Waiting List

In accordance with 24 CFR § 982.206, NYCHA will periodically review its HCVP waiting list to ascertain whether it contains an adequate pool of applicants who qualify for preferences and, with Board approval, will open or close the list, in whole or in part, as required to ensure it has an adequate applicant pool. NYCHA will advertise the opening or closing of the waiting list on NYCHA's website and will place appropriate notifications in English language publications within NYCHA's jurisdiction and in publications in its jurisdiction in other frequently-encountered languages, including but not limited to Spanish-language publications. NYCHA will also notify appropriate city agencies, non-profit and for profit housing providers and community based organizations regarding waitlist outreach.

2. Removal from the Waiting List

An applicant will be removed from the waiting list if he or she:

- Failed or refused to submit necessary, requested information within 30 days of the date of the request.
- Failed to complete the online application after two notification attempts.
- Failed or refused to appear for eligibility interviews or briefings after two scheduled appointments.
- Failed to rent an apartment before the voucher expired.

B. Tenant Selection

1. Preferences

NYCHA's established preferences for the HCVP program, as set forth in NYCHA's Annual Plan, are prioritized in accordance with the following HCVP Priority Codes (1= highest ranking; 7 = lowest ranking):

Preferences	Description
1	Homeless referrals from NYC agencies
2	Victim of Domestic Violence Intimidated Witness - Referred by Prosecutorial or Law Enforcement Agency
3	NYCHA residents required to move because unit is not habitable
4	Mobility Impaired and Residing in Inaccessible Housing
5	Extremely under occupied in a NYCHA apartment, and on waiting list
6	Elderly persons and persons with disabilities
7	All other applicants

2. Income Targeting Requirement

In accordance with the Quality Housing and Work Responsibility Act of 1998, each fiscal year NYCHA will reserve a minimum of 75% of its new admissions for families whose income does not exceed the higher of 30% of the area median income (AMI) or the federal poverty guidelines established by the Department of Health and Human Services. HUD refers to these families as “extremely low-income families.” HUD will treat multiple public housing authorities (PHA) serving one jurisdiction as a single PHA for income targeting purposes. NYCHA will ensure that aggregate admissions comply with the 75% requirement for the jurisdiction. Enhanced vouchers are exempt from this requirement.

3. Selection of Families from Wait List

Applicants are selected from the HCVP waiting list in order of (1) preference and (2) initial application date on file.*

*Applicants who were certified eligible for the Section 8 program prior to December 2009 will be selected first until this group of applicants is exhausted.

4. Screening of Applicants

With the exception of VASH applicants, NYCHA will conduct criminal background checks for all HCVP applicants 16 years of age and over. NYCHA will conduct sex offender checks for all HCVP applicants 16 years of age and over. Public information is accessed as part of application processing.

V. ELIGIBILITY

A. Definitions of Family and Household Members

A family may consist of a single person; and/or additional persons, who occupy the assisted unit in accordance with NYCHA’s HCVP Occupancy Policy.

Definitions of Family and Household Members

Family	A single person or a group of two or more persons with or without children who maintain an interdependent relationship and whose income and resources are available to meet the family's needs.
Head of Household	The head of household is the voucher holder. The head of household is responsible for ensuring that the family fulfills all of its responsibilities under the program.
Spouse	Spouse means the partner of the head of household in a marriage or domestic partnership recognized within or outside of this jurisdiction. The term "spouse" does not apply to boyfriends, girlfriends, or significant others.
Elderly Family	A family whose head, spouse, or sole member is at least 62 years of age. It may include two or more persons, each of whom is at least 62, living together; or one or more persons who are at least 62 living with one or more live-in aides.
Disabled Family	A family whose head, spouse or sole member is a person with disabilities; two or more persons with disabilities; or one or more persons with disabilities with one or more live-in aides.
Displaced Family	A family in which each member or the sole member is a person displaced by governmental action, or whose dwelling has been extensively damaged or destroyed as a result of a disaster, declared or otherwise formally recognized by federal disaster relief laws.
Remaining Member	For purposes of continued occupancy: the term family also includes the remaining member of a resident family with the capacity to execute a lease. Foster Children, Foster Adults, and Live-in Aides may be members of NYCHA households, but they have no rights as remaining family members.

B. Family Break-Up

NYCHA shall determine, on a case-by-case basis, which family member or members remain in the assisted household, and whether the resulting assisted household may remain in the housing unit that it occupies at the time such decision is made. Any such decision must comply with NYCHA's subsidy standards, NYCHA's HCVP succession policy, and NYCHA's compliance with VAWA.

C. General Occupancy Standards

Only the head of household and authorized family members who are listed on the Affidavit of Income (AOI) as part of the family composition are authorized family members permitted to reside in the subsidized apartment, provided they remain in continuous occupancy. Except for births and adoption or court awarded custody of minors, no person may join a HCVP household unless NYCHA grants written permission.

D. Income

1. Income Limits at Admission

Household income at the time of initial eligibility determination and admission shall not exceed 50% of the AMI except for enhanced vouchers, tenants in certain government-assisted projects, and other special circumstances, as described below. Annual income will be determined in accordance with 24 CFR § 5.609 and includes all amounts, monetary or

not, that go to or are on behalf of, the family head or spouse (even if temporarily absent) or to any other family member, or all amounts anticipated to be received from a source outside the family, and assisting the family, during the 12-month period following admission or annual reexamination date. Families must provide verification of income any time prior to certification, as requested by NYCHA.

2. Adjustments to Income

a) Medical Expenses

Deductions from income for medical expenses are allowed for all family members in households whose head or spouse is elderly or disabled. Families who claim medical expenses will be required to submit proof of the expense. The allowable medical expense is that portion of total medical expenses that exceeds three percent of annual income.

b) Childcare Expenses

A childcare expense may be deducted from income only when it allows an adult family member to be employed, to actively seek employment, or to further his/her education. Childcare expenses deducted to permit employment must be reasonable and may not exceed the amount of employment income that is included in annual income. Childcare deductions are applicable to children 12 years old or younger.

c) Income from Full-Time Students

In accordance with HUD regulations, NYCHA will not include in annual income calculations the earnings in excess of \$480 for each full-time student 18 years and older. However, financial aid amounts exceeding tuition must be included in annual income with the exception of aid for mandatory education fees or financial aid paid to a student over 23 with dependent children, or to a full-time student residing with his or her parents.

d) Income of Temporarily Absent Family Members

Generally an individual who is, or is expected to be, absent from the assisted unit for 180 consecutive days or less and is expected to return is considered temporarily absent and continues to be considered a family member.

Income of family members who are temporarily absent is counted except for full-time students who have documented their absence from the family. This includes the income (pay and allowances) of family members serving in the military except for hazardous duty pay when exposed to hostile fire.

e) Averaging Income

NYCHA will generally use the method of annualizing income to determine income that is not received for a full year.

f) Assets Disposed of for Less than Fair Market Value

At initial eligibility and annual recertification, NYCHA will determine whether an applicant or participant family has disposed of an asset for less than fair market value within the past two years. As permitted by regulation, NYCHA may adopt a minimum threshold to ignore small amounts that would not be counted toward income.

g) Earned Income Disallowance

Pursuant to 24 CFR § 5.617, NYCHA will disallow the increase in annual income provided by the regulations covering the self-sufficiency incentive for disabled families. The disallowance of increases in income as a result of employment of persons with disabilities will not apply, for purposes of admission to the program.

E. Citizenship/Eligible Immigration Status

In order to receive assistance, at least one family member must be a U.S. citizen or eligible immigrant. Eligible immigrants are persons who are in one of the immigrant categories as specified by HUD in 24 CFR § 5. Families that include eligible and ineligible individuals are called “mixed.” Such applicant families will be given notice that their assistance will be pro-rated and that they may request an informal review if they contest this determination. Eligible status according to US Immigration and Naturalization Service (INS) is:

- US Citizen
- Lawful Permanent Resident
- Asylum/Refugee under Section 207 or 208
- Parolee
- Cuban/Haitian Entrant
- Conditional Entrant, A refugee-Section 203(a) 7 of INS in effect prior to April 1,1980

Verification of citizenship will be determined by NYCHA staff accessing the US Systematic Alien Verification for Entitlements Program.

Individuals who NYCHA finds are neither citizens nor eligible immigrants may elect to contest NYCHA’s determination of their status. For citizenship and eligible immigration status eligibility requirements only, the applicant is entitled to an impartial hearing, and not an informal review.

F. Mandatory Social Security Numbers

All family members with eligible immigration status are required to submit a copy of their social security card. When existing households are adding new members, they will be given 30 days to provide the required documentation.

Applicant households adding a family member under the age of six (6) years will be given a 90-day period to provide documentation necessary to verify the member's SSN. If it is determined that failure to comply with the documentation requirement was due to unforeseeable and/or uncontrollable circumstances, NYCHA may use discretion in providing an extension of one additional 90-day period. NYCHA will follow 24 CFR 5.218 for any applicant family who does not comply with the documentation requirements.

VI. VERIFICATION

NYCHA must verify all information that is used to establish the family's eligibility and level of assistance, and is required to obtain the family's consent to collect the information. All adult applicants and participants who are aged 18 and over will be required to sign a Third Party Verification—Consent to Release (059.293), NYCHA's form of HUD's Authorization for Release of Information (HUD-9886). If any family member who is required to sign a consent form fails to do so, NYCHA will deny admission to applicants and terminate assistance of participants. Applicants and program participants must cooperate with the verification process as a condition of receiving assistance. NYCHA will not pass on the cost of verification to the family.

All information provided by the participant regarding amount and source of income, deductions from income, admission preferences and family composition will be verified in accordance with HUD program regulations. Upfront Income Verifications (UIV), i.e. HUD's Enterprise Income Verification (EIV) system, the Welfare Management System (WMS) or Veterans Affairs hotline, and third party verifications obtained directly from the family (check stubs, award letters, etc.) are preferred for clarification in the order referenced. If both written third party form and oral third party verification are impossible to obtain, NYCHA may review participant (family) declared information. NYCHA will document the record describing why a method other than UIV, third party written, third party written form, or oral verification was used.

Level	Verification Type (also referred to as Verification Technique by HUD)	HUD Ranking	Description
6	Upfront Income Verification (UIV) using HUD's Enterprise Income Verification (EIV) system* *EIV is not available for new admissions.	Highest (Mandatory)	PHAs are no longer permitted to use actual past income from the EIV system to calculate employment income. EIV can be utilized to confirm employment; however, other verification levels must be used for calculation purposes.
5	Upfront Income Verification (UIV) using non-HUD system	Highest	Annual Income can be determined based on income received or as reported in a non-HUD UIV system. (e.g., Welfare Management System (WMS), Veterans Affairs Hotline)
4	Written Third-Party Verification	High	An original document provided by the participant that is generated by a third-party source, dated within 60 days prior to the Annual Recertification or NYCHA request date. (e.g., a pay stub, an award letter, a printout of benefits)
3	Written Third-Party Verification Form	Medium-Low	A standardized form used to collect income information directly from a third-party source. (e.g. NYCHA MD-34 form)
2	Oral Third-Party Verification	Low	PHA staff calls a third-party source to follow up on a written third-party verification form submitted.
1	Tenant Declaration	Low	A statement of reported income and/or expense signed by the participant. This verification level is used if no other documentation is provided.

NYCHA will verify income from sources not available in EIV, using the same time period for both wage and non-wage income.

For income that is completely excluded pursuant to 24 CFR § 5.609(c), NYCHA will rely on self certified information for verification.

VII. DENIAL OF ASSISTANCE

A. Mandatory Denial of Assistance

Pursuant to HUD regulations, NYCHA must deny HCVP assistance to an applicant under any of the following circumstances:

- The family does not meet program eligibility criteria (e.g. preference category, income eligibility, enhanced voucher conversion residence requirements).

Priority Codes for Public Housing

Need Based Preference

You may be considered for priorities N0, N1 or N4 only if you live or work in New York City

N0 PRIORITY - City Agency Referrals

- Homeless families with children referred by the New York City Department of Homeless Services (DHS)
- Displaced by fire, vacate order or about to be displaced from a site to be used for a public housing development or other public improvement and referred by the Department of Housing Preservation and Development (HPD). Families displaced must be referred to NYCHA within 270 days from date of displacement.
- Homeless applicants referred by the HIV/AIDS Services Administration (HASA)
- Applicants who are about to be discharged from Henry J. Carter Specialty Hospital and Nursing Facility and who will become homeless or will be at risk of becoming homeless upon discharge and referred by the Health and Hospitals Corporation (HHC)
- Applicants referred by the Administration for Children's Services (ACS) under the Independent Living or Family Unification programs.

N1 PRIORITY - Victims of Domestic Violence (VDV)

Applicants who have suffered serious or repeated abuse from a family member or a person with whom they had, or continue to have, an intimate relationship and as a result of the abuse the victim suffered actual physical injury or the threat of injury and the victim: (a) will continue to suffer abuse if he or she continues to live in current residence, or (b) has left the residence due to the abuse and is not living in standard permanent replacement housing. Victims of domestic violence will not be offered an apartment near the residence which they resided at the time of

Priority Codes for Public Housing

the abuse.

To qualify for this priority, the applicant must provide documentation. Please refer to documentation requirements on our web site.

N1 PRIORITY – Intimidated Witnesses (IW)

Applicants with a family member cooperating in a criminal investigation/prosecution, where a member of the household has been threatened by a defendant or by a person associated with a defendant. Intimidated Applicants will not be offered an apartment near the residence in which they resided at that time of the incident. To qualify for this priority, the applicant must be referred directly to the Housing Authority from the District Attorney's Office.

- **Certified N0, N1 and W0 Public Housing Applications**

Access this chart from the link under Additional information on the "APPLY" page on NYCHA's web site. It is updated every three months.

This chart displays the number of certified emergency priority (N0, N1 and W0) applications waiting to be reached for an apartment offer and the current certification date that is being reached.

Applicants are offered apartments based on highest priority and oldest certification date. Therefore, "N0" priority applications will be offered apartments before "N1" priority applications. "W0" priority applications will be offered apartments before "W1" applications.

Priority Codes for Public Housing

- **Zip Code Exclusions**

When victims of domestic violence are determined eligible for placement to NYCHA public housing, some developments close to the neighborhood where the victim lived will not be offered. This page provides information to applicants of unsafe locations where NYCHA will not offer apartments.

The Zip Code Exclusion chart can be found on our web site.

How to use the chart: At left of chart, locate the zip code where you resided at the time of the abuse (unsafe zip code), to the right are all excluded zip codes. You will not be offered any developments located in the excluded zip codes. If you have more than one unsafe zip code, you will be excluded from the excluded zip codes for those areas as well.

N4 PRIORITY -- Residing in Sub--Standard Conditions or Rent Hardship

Families who are homeless, involuntarily displaced, living in substandard housing, doubled-up or overcrowded in private housing, paying more than 50% of family gross income for rent, or legally doubled-up and overcrowded in NYCHA public housing.

Verification of these priorities will either be requested or confirmed during the eligibility processing of the application.

N8 PRIORITY -- No Need--Based Preference

Families, who do not qualify for Need Based Preference and are not renting a New York City Housing Authority public housing or Section 8 apartment.

Families who do not live or work in New York City.

Priority Codes for Public Housing

N9 PRIORITY – Applicant or co-applicant who is the lessee or co-lessee at either a New York City Housing Authority public housing or Section 8 apartment.

WORKING FAMILY PREFERENCES

You must live or work in NYC to qualify for working family priority.

W0 Priority

Homeless families with children referred by Department of Homeless Services (DHS) that meets definition of working family as described in W1 to W3.

- **Certified N0, N1 and W0 Public Housing Applications**

Access this chart from the link under Additional information on the “APPLY” page on NYCHA’s web site. It is updated every three months.

This chart displays the number of certified emergency priority (N0, N1 and W0) applications waiting to be reached for an apartment offer and the current certification date that is being reached. Applicants are offered apartments based on highest priority and oldest certification date. Therefore, “N0” priority applications will be offered apartments before “N1” priority applications. “W0” priority applications will be offered apartments before “W1” applications.

W1 Priority

Family incomes ranging from 51% to 80% of the area median income

W2 Priority

Family incomes ranging from 31% to 50% of area median income

Priority Codes for Public Housing

W3 Priority

Family incomes ranging from none up to 30% of area median income

W9 Priority

Applicant or co-applicant who is the lessee or co-lessee at either a New York City Housing Authority public housing or Section 8 apartment.

A “working family” shall mean: Where income is based on actual employment or if the head and spouse, or sole member, are age 62 or older or are receiving social security disability, supplemental security income disability benefits, or any other payments based on an individual’s inability to work.

NOTE: “Working families” who do not live or work in New York City will not be assigned any working family priority.

Your working priority will be determined based your family size and your family area median income (AMI), as indicated below:

Family Size	W3 Priority 0% to 30% of AMI	W2 Priority 31% to 50% of AMI	W1 Priority 51% to 80% of AMI
1	\$0 - \$19,050	\$19,051-\$31,750	\$31,751-\$50,750
2	\$0 - \$21,800	\$21,801-\$36,250	\$36,251-\$58,000
3	\$0 - \$24,500	\$24,501-\$40,800	\$40,801-\$65,250
4	\$0 - \$27,200	\$27,201-\$45,300	\$45,301-\$72,500
5	\$0 - \$29,400	\$29,401-\$48,950	\$48,951-\$78,300
6	\$0 - \$32,600	\$32,601-\$52,550	\$52,551-\$84,100
7	\$0 - \$36,750	\$36,751-\$56,200	\$56,201-\$89,900
8	\$0 - \$40,900	\$40,901-\$59,800	\$59,801-\$95,700
9	\$0 - \$45,050	\$45,051-\$63,400	\$63,401-\$101,500
10	\$0 - \$49,200	\$49,201-\$67,050	\$67,051-\$107,300

U.S. Department of Housing and Urban Development

Office of Public and Indian Housing

***FINAL* – PHA Agency Plan**

Annual Agency Plan for Fiscal Year 2017



Shola Olatoye
Chair & Chief Executive Officer

Date: October 18, 2016

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C) PHA Plan Elements (24 CFR 903.7)

1. Eligibility, Selection and Admissions Policies, including Deconcentration and Wait List Procedures

A. Public Housing

In accordance with section 3(a)(4)(A) of the Housing Act of 1937, as amended, NYCHA reserves the right to allow occupancy of up to 200 public housing units by police officers and their families who might otherwise not be eligible, in accordance with terms and conditions the Authority establishes. Officers participating in the program will be required to perform eight hours of monthly community service, similar to the requirement imposed on certain public housing residents.

(1) Eligibility

a. When does the PHA verify eligibility for admission to public housing? (select all that apply)

When families are within a certain number of being offered a unit: (state number)

When families are within a certain time of being offered a unit: (state time)

Preliminarily, within six to nine months before being offered a unit, and finally, when the family reaches the top of the waiting list.

Other: (describe)

b. Which non-income (screening) factors does the PHA use to establish eligibility for admission to public housing (select all that apply)?

Criminal or Drug-related activity

Rental history

Housekeeping

Other (describe)

NYCHA takes appropriate action before admission to verify each family's actual composition and to verify the citizenship/immigration status of each household member as required under Federal law.

c. Yes No: Does the PHA request criminal records from local law enforcement agencies for screening purposes?

d. Yes No: Does the PHA request criminal records from State law enforcement agencies for screening purposes?

e. Yes No: Does the PHA access FBI criminal records from the FBI for screening purposes? (either directly or through an NCIC-authorized source)

NYCHA performs criminal background checks by examining the public conviction records of The New York State Office of Court Administration and the Dru Sjodin National Sex Offender Website.

(2) Waiting List Organization

a. Which methods does the PHA plan to use to organize its public housing waiting list (select all that apply)

- Community-wide list
- Sub-jurisdictional lists (*By NYC Borough*)
- Site-based waiting lists ***See Attachment J***
- Other (describe)

b. Where may interested persons apply for admission to public housing?

- PHA main administrative office
- PHA development site management office
- Other (list below)

NYCHA maintains two Walk-in Customer Contact Centers serving the five boroughs of New York City. Applicants may also apply online at NYCHA's website.

c. If the PHA plans to operate one or more site-based waiting lists in the coming year, answer each of the following questions; if not, skip to subsection (3) Assignment

1. How many site-based waiting lists will the PHA operate in the coming year? **5**

2. Yes No: Are any or all of the PHA's site-based waiting lists new for the upcoming year (that is, they are not part of a previously-HUD-approved site based waiting list plan)?
If yes, how many lists?

3. Yes No: May families be on more than one list simultaneously?
If yes, how many lists?

4. Where can interested persons obtain more information about and sign up to be on the site-based waiting lists (select all that apply)?

- PHA main administrative office
- All PHA development management offices
- Management offices at developments with site-based waiting lists
- At the development to which they would like to apply
- Other (list below)

NYCHA maintains two walk-in Customer Contact Centers serving the five boroughs of New York City.

(3) Assignment

a. How many vacant unit choices are applicants ordinarily given before they fall to the bottom of or are removed from the waiting list? (Select one)

- One
- Two
- Three or More

b. Yes No: Is this policy consistent across all waiting list types?

c. If answer to b is no, list variations for any other than the primary public housing waiting list/s for the PHA:

Applicants and transferees with borough choice and applicants and transfers for accessible apartments are given two apartment offers before they are removed from the waiting list.

(4) Admissions Preferences

a. Income targeting:

Yes No: Does the PHA plan to exceed the federal targeting requirements by targeting more than 40 percent of all new admissions to public housing to families at or below 30 percent of median area income?

While NYCHA does not plan to exceed the federal targeting requirements, slightly over 75% of the families admitted to public housing during the first eight months of calendar year 2016 have been households with incomes at or below 30% of area median income.

b. Transfer policies:

In what circumstances will transfers take precedence over new admissions? (list below)

- Emergencies (*fire related or uninhabitable only*)
- Overhoused
- Underhoused
- Medical justification
- Administrative reasons determined by the PHA (e.g., to permit modernization work)
- Resident choice: (state circumstances below)
- Other: (list below)

Tenant transfers for reasonable accommodation.

Families displaced for development renovation.

Families displaced for development renovation and wishing to return to the development after renovation is completed.

Accessible Apartments.

Under occupied families required to move to smaller apartment as a result of Termination of Tenancy proceeding.

Currently, three out of five vacant apartments are offered to transfers and the other two apartments to new admissions. However within equal priority transfers, residents residing within the same development as the apartment vacancy shall have preference over residents who reside at a different development.

Preferences

1. Yes No: Has the PHA established preferences for admission to public housing (other than date and time of application)? (If “no” is selected, skip to subsection (5) Occupancy)

2. Which of the following admission preferences does the PHA plan to employ in the coming year? (select all that apply from either former Federal preferences or other preferences)

Former Federal preferences:

- Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- Victims of domestic violence
- Substandard housing
- Homelessness
- High rent burden (rent is > 50 percent of income)

Other preferences: (select below)

- Working families and those unable to work because of age or disability
- Veterans and veterans’ families
- Residents who live and/or work in the jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
- Victims of reprisals or hate crimes
- Other preference(s) (list below)

Intimidated Witnesses.

Legally doubled up and overcrowded in apartment subsidized by NYCHA (either public housing or Section 8)

Doubled up or overcrowded in apartment not subsidized by NYCHA.

Families headed by persons with acute immunological disorders of a degenerative nature or other disabilities or medical conditions requiring a high level of physical and supportive service accommodations, including NYCHA residents and homeless persons (Stanton Street).

Referrals from the New York City Department of Homeless Services.

Referrals from the New York City HIV/AIDS Services Administration, the Administration for Children’s Services, the New York City Department of Housing Preservation and Development, or the New York City Health and Hospitals Corporation.

For single-person families: Elderly persons and persons with disabilities will be given preference over other applicants, except for emergency applicants, who will be taken in order of priority regardless of age or disability.

3. If the PHA will employ admissions preferences, please prioritize by placing a “1” in the space that represents your first priority, a “2” in the box representing your second priority, and so on. If you give equal weight to one or more of these choices (either through an absolute hierarchy or through a point system), place the same number next to each. That means you can use “1” more than once, “2” more than once, etc.

Former Federal preferences:

- 1, 3 Homelessness
- 1, 3 Involuntary Displacement (Disaster, Government Action, Inaccessibility, Property Disposition)
- 2 Victims of Domestic Violence
- 3 Action of Housing Owner
- 3 Substandard Housing
- 3 High Rent Burden

Other preferences (select all that apply)

Working family priorities are assigned by income tier with the first number representing Tier III (households with incomes between 51% and 80% AMI), followed by Tier II (households with incomes between 31% and 50% AMI), and then Tier I (households with incomes less than 30% AMI).

- 1,2,3 Working families and those unable to work because of age or disability referred by the NYC Department of Homeless Services
- 1,2,3 Working families and those unable to work because of age or disability
- Veterans and veterans’ families
- 1,2,3 Residents who live and/or work in the jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- 1,2,3 Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
- 3 Victims of reprisals or hate crimes
- Other preference(s) (list below)

1 – Referrals from the New York City Department of Homeless Services.

1- Referrals from the New York City HIV/AIDS Services Administration, the Administration for Children’s Services, the New York City Department of Housing Preservation and Development or the New York City Health and Hospitals Corporation.

2 - Intimidated witnesses.

3 – Legally doubled up and overcrowded in apartment subsidized by NYCHA (either public housing or Section 8).

3 – Doubled up in apartment not subsidized by NYCHA.

3 – *Overcrowded in apartment not subsidized by NYCHA.*

3 – *For single-person families: Elderly persons and persons with disabilities will be given preference over other applicants, except for emergency applicants, who will be taken in order of priority regardless of age or disability*

3 - *Families headed by persons with acute immunological disorders of a degenerative nature or other disabilities or medical conditions requiring a high level of physical and supportive service accommodations, including NYCHA residents and homeless persons, who are referred by designated public and private social service agencies (Stanton Street).*

4 - *Families headed by persons with acute immunological disorders of a degenerative nature or other disabilities or medical conditions requiring a high level of physical and supportive service accommodations, including NYCHA residents and homeless persons (Stanton Street).*

Admission income limits apply at certain developments, as follows: At tax credit developments family income must not exceed 60% of area median income. At Forest Hills Coop, there is an adjusted minimum income limit (after allowable deductions) based on the number of bedrooms, and families are required to pay equity based on the number of bedrooms. At all other developments, family income must not exceed 80% of area median income.

4. Relationship of preferences to income targeting requirements:

- The PHA applies preferences within income tiers
- Not applicable: the pool of applicant families ensures that the PHA will meet income targeting requirements

(5) Occupancy

a. What reference materials can applicants and residents use to obtain information about the rules of occupancy of public housing (select all that apply)

- The PHA-resident lease
- The PHA's Admissions and (Continued) Occupancy policy
- PHA briefing seminars or written materials
- Other source (list)

b. How often must residents notify the PHA of changes in family composition? (select all that apply)

- At an annual reexamination and lease renewal
- Any time family composition changes
- At family request for revision
- Other (list)

(6) Deconcentration and Income Mixing

a. Yes No: Did the PHA's analysis of its family (general occupancy) developments to determine concentrations of poverty indicate the need for measures to promote deconcentration of poverty or income mixing?

b. Yes No: Did the PHA adopt any changes to its **admissions policies** based on the results of the required analysis of the need to promote deconcentration of poverty or to assure income mixing?

c. If the answer to b was yes, what changes were adopted? (select all that apply)

Adoption of site-based waiting lists
If selected, list targeted developments below:

Employing waiting list "skipping" to achieve deconcentration of poverty or income mixing goals at targeted developments
If selected, list targeted developments below:

All lower income developments.

Employing new admission preferences at targeted developments
If selected, list targeted developments below:

Other (list policies and developments targeted below)

d. Yes No: Did the PHA adopt any changes to **other** policies based on the results of the required analysis of the need for deconcentration of poverty and income mixing?

e. If the answer to d was yes, how would you describe these changes? (select all that apply)

- Additional affirmative marketing
- Actions to improve the marketability of certain developments
- Adoption or adjustment of ceiling rents for certain developments
- Adoption of rent incentives to encourage deconcentration of poverty and income-mixing
- Other (list below)

f. Based on the results of the required analysis, in which developments will the PHA make special efforts to attract or retain higher-income families? (select all that apply)

- Not applicable: results of analysis did not indicate a need for such efforts
- List (any applicable) developments below:

All lower income developments.

g. Based on the results of the required analysis, in which developments will the PHA make special efforts to assure access for lower-income families? (select all that apply)

- Not applicable: results of analysis did not indicate a need for such efforts
- List (any applicable) developments below:

B. Section 8

(1) Eligibility

a. What is the extent of screening conducted by the PHA? (select all that apply)

- Criminal or drug-related activity only to the extent required by law or regulation
- Criminal and drug-related activity, more extensively than required by law or regulation
- More general screening than criminal and drug-related activity (list factors below)
- Other (list below)

b. Yes No: Does the PHA request criminal records from local law enforcement agencies for screening purposes?

c. Yes No: Does the PHA request criminal records from State law enforcement agencies for screening purposes?

d. Yes No: Does the PHA access FBI criminal records from the FBI for screening purposes? (either directly or through an NCIC-authorized source)

NYCHA performs criminal background checks by examining the public conviction records of the New York State Office of Court Administration and the Dru Sjodin National Sex Offender Public Website.

e. Indicate what kinds of information you share with prospective landlords? (select all that apply)

- Criminal or drug-related activity
- Other (describe below)

If requested, NYCHA will provide the property owner with the voucher holder's last address.

(2) Waiting List Organization

a. With which of the following program waiting lists is the section 8 tenant-based assistance waiting list merged? (select all that apply)

- None
- Federal public housing
- Federal moderate rehabilitation
- Federal project-based certificate program
- Other federal or local program (list below)

b. Where may interested persons apply for admission to section 8 tenant-based assistance? (select all that apply)

- PHA main administrative office
- Other (list below)

NYCHA's waitlist is currently closed. However, if the waitlist were to reopen, persons interested in applying may do so online.

(3) Search Time

a. Yes No: Does the PHA give extensions on standard 60-day period to search for a unit?

If yes, state circumstances below:

NYCHA's initial voucher term is 120 days, which exceeds HUD's standard 60-day period. Voucher holders may request an extension to this term.

(4) Admissions Preferences

a. Income targeting

Yes No: Does the PHA plan to exceed the federal targeting requirements by targeting more than 75 percent of all new admissions to the section 8 program to families at or below 30 percent of median area income?

b. Preferences

1. Yes No: Has the PHA established preferences for admission to section 8 tenant-based assistance? (other than date and time of application) (if no, skip to subcomponent (5) Special purpose Section 8 assistance programs)

2. Which of the following admission preferences does the PHA plan to employ in the coming year? (select all that apply from either former Federal preferences or other preferences)

Former Federal preferences

- Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- Victims of domestic violence
- Substandard Housing
- Homelessness
- High rent burden (rent is > 50 percent of income)

Other preferences (select all that apply)

- Working families and those unable to work because of age or disability
- Veterans and veterans' families
- Residents who live and/or work in your jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
- Victims of reprisals or hate crimes
- Other preference(s) (list below)

Preferences	Description
1	Homeless Referrals from NYC agencies
2	Victim of Domestic Violence Intimidated Witness referred by prosecutorial or law enforcement agency to NYCHA's Family Services Department
3	NYCHA residents required to move because unit is not habitable
4	Mobility Impaired and Residing in Inaccessible Housing
5	Extremely under occupied in a NYCHA apartment, and on waiting list
6	Elderly persons and persons with disabilities
7	All other applicants

3. If the PHA will employ admissions preferences, please prioritize by placing a "1" in the space that represents your first priority, a "2" in the box representing your second priority, and so on. If you give equal weight to one or more of these choices (either through an absolute hierarchy or through a point system), place the same number next to each. That means you can use "1" more than once, "2" more than once, etc.

Former Federal preferences

- 1 Homelessness
- 2 Victims of Domestic Violence
Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
Substandard Housing
High Rent Burden

Other preferences (select all that apply)

- Working families and those unable to work because of age or disability
- Veterans and veterans' families
- Residents who live and/or work in your jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
- Victims of reprisals or hate crimes
- Other preference(s) (list below)

Preferences	Description
1	Homeless Referrals from NYC agencies
2	Victim of Domestic Violence Intimidated Witness referred by prosecutorial or law enforcement agency to NYCHA's Family Services Department
3	NYCHA residents required to move because unit is not habitable
4	Mobility Impaired and Residing in Inaccessible Housing
5	Extremely under occupied in a NYCHA apartment, and on waiting list
6	Elderly persons and persons with disabilities
7	All other applicants

4. Among applicants on the waiting list with equal preference status, how are applicants selected?
(select one)

- Date and time of application
- Drawing (lottery) or other random choice technique

5. If the PHA plans to employ preferences for “residents who live and/or work in the jurisdiction”
(select one)

- This preference has previously been reviewed and approved by HUD
- The PHA requests approval for this preference through this PHA Plan

6. Relationship of preferences to income targeting requirements: (select one)

- The PHA applies preferences within income tiers
- Not applicable: the pool of applicant families ensures that the PHA will meet income targeting requirements

(5) Special Purpose Section 8 Assistance Programs

In which documents or other reference materials are the policies governing eligibility, selection, and admissions to any special-purpose section 8 program administered by the PHA contained?

(select all that apply)

- The Section 8 Administrative Plan
- Briefing sessions and written materials
- Other (list below)

b. How does the PHA announce the availability of any special-purpose section 8 programs to the public?

- Through published notices
- Other (list below)

NYCHA canvasses applicants on its regular wait list who appear to meet qualification for special programs. NYCHA also accepts referrals from City homeless agencies, like the Department of Veterans Affairs.

Veterans Affairs Supportive Housing (“VASH”)

The Authority has a total allocation of 2,824 vouchers. NYCHA is administering VASH vouchers in partnership with the Department of Veterans Affairs (“VA”) and the New York City Department of Homeless Services (“DHS”). Applicants are identified, screened, and referred by the VA to NYCHA for eligibility certification and voucher issuance.

Homeless Management Information System (HMIS) Lead Agency

MEMORANDUM OF UNDERSTANDING

between

The City of New York

and

The New York City Coalition on the Continuum of Care

I. PURPOSE AND BACKGROUND

The purpose of this Memorandum of Understanding (“MoU”) is to confirm agreements between the New York City Coalition on the Continuum of Care (“CCoC”) and the City of New York, acting through the Department of Homeless Services (“DHS”), related to management of the New York City Homeless Management Information System (“HMIS”). This MoU establishes DHS as the HMIS Lead Agency for the CCoC, defines general understandings, and defines the roles and specific responsibilities of each party related to key aspects of the governance and operation of the HMIS Project.

HMIS is mandated by the U.S. Department of Housing and Urban Development (“HUD”) for all communities and agencies receiving HUD Continuum of Care (“CoC”) and Emergency Solutions Grant program (“ESG”) funding. HMIS is essential to efforts to coordinate client services and inform community planning and public policy. Through HMIS, homeless individuals benefit from improved coordination in and between agencies, informed advocacy efforts, and policies that result in targeted services. Analysis of information gathered through HMIS is critical to the preparation of a periodic accounting of homelessness in New York City, including required HUD reporting. The parties to this MoU recognize that thorough and accurate capture and analysis of data about homeless services and individuals is necessary to service and systems planning, effective resource allocation, and advocacy, and thus, share a mutual interest in successfully implementing and operating HMIS in New York City.

II. DURATION

Except as provided in Section VIII (Termination), the duration of this MoU shall be from January 1, 2017 through December 31, 2017. While it is anticipated that this MoU will be renewed annually for periods of one year thereafter, the parties will revise and affirmatively agree to the terms of this relationship annually. This review is intended to ensure the continued relevance of the terms to the parties and to ensure continued consistency and compliance with HUD regulation.

III. GOVERNANCE AND PARTICIPATION

1. CCoC Governance

The CCoC is the lead planning group for HUD-funded efforts to end homelessness and for implementing and operating a homeless CoC system in New York City. As such and per HUD policy, the CCoC is responsible for HMIS Project oversight and implementation, which encompasses planning, administration, software selection, managing the HMIS Data Warehouse in compliance with HMIS Standards, and reviewing and approving of all policies, procedures, and data management plans governing Contributing HMIS Organizations (described in section IV 4 below). The CCoC’s oversight and governance responsibilities are carried out by its Steering Committee, based on recommendations by the Data Management Committee (described in section V below).

2. Data Management Committee

The purpose of the Data Management Committee is to provide support and recommendations to the NYC CCoC Steering Committee related to the HMIS regulations and standards as set forth by HUD.

3. Lead Agency Designation

The CCoC designates DHS as the HMIS Lead Agency to manage HMIS Data Warehouse operations on its behalf and to provide HMIS Project administrative functions at the direction of the CCoC, through its Steering Committee.

4. Contributing HMIS Organizations (“CHO”)

A CHO is defined as an organization (inclusive of the HMIS Lead) that operates a provider program and a program-level, HMIS-compliant system (described in Section II(5) below), whether or not it is a member of the CCoC, and that contributes Protected Personal Information or other client-level data to the HMIS Data Warehouse. CHOs must enter into Participation Agreements in order to contribute such data to the HMIS Data Warehouse. The authority to enter into Participation Agreements with CHOs for the purposes of ensuring compliance with all applicable HUD and CCoC HMIS Project requirements, including the operation of a program-level HMIS-compliant system, rests with the HMIS Lead Agency.

5. Program-level HMIS-compliant System

A program-level HMIS-compliant system is defined as a client management information system operated by a provider program that allows the provider program to collect the minimum required data elements and to meet other established minimum participation thresholds as set forth in CHO HMIS Participation Agreements. These systems may include CARES, AWARDS, and other data systems owned or operated by providers.

6. CHO HMIS Administrator

A CHO HMIS Administrator is defined as a single point-of-contact established by each CHO who is responsible for day-to-day operation of the CHO data collection system, ensuring program-level data quality according to the terms of the Participation Agreement and associated data quality plan, and managing the upload process from the CHO program-level HMIS-compliant system to the HMIS Data Warehouse.

7. End User

An End User is defined as an employee, volunteer, affiliate, associate, or any other individual acting on behalf of a CHO or an HMIS Lead Agency who uses or enters data in the HMIS Data Warehouse or program-level HMIS-compliant system from which data are periodically uploaded to the HMIS Data Warehouse.

8. Software and Hosting

The CCoC has selected a single product—Foothold Technology Service (“FTS”)—to serve as the sole HMIS Data Warehouse for the New York City CoC. Because this system is established as a data warehouse, rather than as a direct data entry system, all CHOs are expected to regularly upload data, at intervals and through mechanisms specified in Participation Agreements, to the Data Warehouse. The authority to enter into contracts with FTS for the purposes of operating and overseeing the HMIS Data Warehouse is the responsibility of the HMIS Lead Agency.

IV. GENERAL UNDERSTANDINGS

1. Funding

1a. HUD Grant(s)

HMIS Project activities are funded in part by HUD CoC grants. The CCoC authorizes DHS, as the HMIS Lead Agency, to apply for and administer these funds. The terms and uses of HUD funds are governed by the HUD CoC grant agreement and applicable rules.

1b. Cash Match

The HUD CoC grants require a cash match. As detailed below in section V C 2, DHS is responsible for providing the commitment of the required local match for the HMIS grants.

2. Fees

No fee will be charged to any CHO wishing to provide data to the HMIS Data Warehouse. CHOs will be required to pay their own costs associated with establishing and operating their own program-level, HMIS-compliant system in accordance with the terms of the Participation Agreement. At the discretion of the HMIS Lead, with input from the Data Management Committee, small annual stipends may be provided to CHOs to help offset the costs of their program-level, HMIS-compliant system.

3. Compliance with HMIS Standards

It is the responsibility of the CCoC to ensure that the HMIS Lead Agency is operating the HMIS Project in compliance with HUD HMIS Technical Standards (last update in 2004), HUD HMIS Data Standards (last update in 2014), and other applicable laws. The parties agree to update this MoU (as provided in section VII, Amendment/Notices), other HMIS Project operational documents, and HMIS Project practices and procedures in order to comply with any updates to these standards established in notices or other guidance, within the HUD-specified timeframe for such changes.

4. Local Operational Policies and Agreements

The CCoC charges DHS, with the support of the CCoC Data Management Committee, with developing and maintaining agreements, policies, and procedures for review and approval by the CCoC Steering Committee. These agreements, policies and procedures include, but are not limited to, an operating policies and procedures manual for use and management of the data warehouse (including procedures for ensuring the security of data, disaster recovery, and data quality assurance), privacy policies and notices, data collection and technical standards for CHOs, Participation Agreements, and End User Agreements.

Once reviewed and approved, changes to the policies and procedures may be made from time to time at the request of DHS or the CCoC, through its Steering or Data Management Committees, to comply with HUD HMIS standards or otherwise improve HMIS operations. During any such modification periods, all existing HMIS policies and procedures will remain in effect until such time as the CCoC Steering Committee approves the changes.

V. SPECIFIC RESPONSIBILITIES OF THE PARTIES

1. CCoC Responsibilities

The CCoC serves as the lead HMIS Project governance body, providing oversight, project direction, policy setting, and guidance for the HMIS Project. The CCoC exercises all its responsibilities for HMIS governance through its Steering Committee, with guidance from the Data Management Committee, effective as of the date of the authorization of this MoU. These responsibilities include:

- a) Ensuring and monitoring compliance with relevant HUD regulations and standards;
- b) Recording in official meeting minutes all approvals, resolutions, and other key decisions of the CCoC that may be required by HUD rules related to the HMIS governing body;
- c) Designating the HMIS Lead Agency and the software to be used for HMIS, and approving any changes to the HMIS Lead Agency or software;
- d) Reviewing and approving all HMIS Project operational agreements, policies, and procedures;
- e) Reviewing data quality standards and plans, and establishing protocols for addressing CHOs' compliance with those standards;
- f) Promoting the effective use of HMIS data, including measuring the extent and nature of homelessness, the utilization of services and homeless programs over time, and the effectiveness of homeless programs;
- g) Using HMIS data to inform CCoC program and system design, and measuring progress toward implementation of the CCoC Strategic Plan and other CCoC-established goals ;
- h) Provide all local information as necessary for compilation of the annual Housing Inventory Count (HIC), the HMIS elements of the annual Point-in-Time (PIT) Count, Annual Homeless Assessment Report (AHAR), and Pulse Report; and
- i) Coordinating participation in the HMIS (and broader Continuum of Care) by all homeless prevention and assistance programs and other mainstream programs serving homeless people or working to prevent homelessness.

2. DHS Responsibilities

DHS serves as the Lead Agency for the HMIS Project, managing and administering all HMIS operations and activities. DHS exercises these responsibilities at the direction of the CCoC Steering Committee. These responsibilities are contingent on continued receipt of the appropriate HUD grant funding, and are as follows:

- a) Governance and Reporting
 - o Provide staffing for operation of the HMIS Project and Data Warehouse;
 - o Prepare the following data reports and analyses for review by the CCoC and for submission to HUD:
 - At least annually, a point-in-time unduplicated count of clients served in the HMIS (for sheltered PIT Count, and AHAR, or as required);
 - Annually, an unduplicated count of clients served in the HMIS over the course of one year (for AHAR);
 - At least annually, an accounting of lodging units in the HMIS (for HIC, AHAR, and Pulse reports, or as required); and
 - o Ensure the consistent contribution of data that meets all HUD-established data standards to the HMIS Data Warehouse by, at minimum, every program operating with funds authorized by the McKinney-Vento Act as amended by the HEARTH Act, including ESG funds;
 - o Work with the CCoC to facilitate participation by all homeless prevention and assistance programs and other mainstream programs serving homeless people to participate in the HMIS;
 - o Attend Steering Committee and Data Management Committee meetings;
 - o Determine length of time that records must be maintained for inspection and monitoring purposes per HUD standards and ensure compliance with these standards;
 - o Respond to CCoC Steering and Data Management Committee directives; and
 - o Provide data needed to inform CCoC's progress toward achieving its Strategic Plan goals.

b) Planning and Policy Development

- Manage and maintain mechanisms for soliciting, collecting and analyzing feedback from end users, CHO HMIS administrators, CHO program managers, CHO executive directors, and homeless persons;
- Identify general milestones for project management, including training and expanding system functionality, and ensure that the HMIS Action plan is carried out and regularly reviewed;
- Develop and, upon adoption by the CCoC, implement written policies and procedures for the operation of the HMIS Project and HMIS Data Warehouse, including requirements and standards for any CHO, and provide for the regular update of these procedures as required by changes to policy;
- Develop and, upon adoption by the CCoC, implement a data quality plan consistent with requirements established by HUD, and review and update this plan annually and upon update to HUD regulations, notice, or guidance;
- Develop and, upon adoption by the CCoC, implement a security plan consistent with requirements established by HUD, and review and update this plan annually and upon update to HUD regulations or guidance;
- Develop and, upon adoption by the CCoC, implement a disaster recovery plan consistent with requirements established by HUD, and review and update this plan annually according to the most current HUD regulations or guidance;
- Develop and, upon adoption by the CCoC, implement a privacy policy specifying data collection limitations; purpose and use limitations; allowable uses and disclosures; openness description; access and correction standards; accountability standards; and process and protections for victims of domestic violence, dating violence, sexual assault, and stalking included in the data warehouse;
- Ensure privacy protection in project administration; and
- Develop and, upon approval by the CCoC, execute HMIS Participation Agreements with each CHO, including:
 - Obligations and authority of the HMIS Lead and the CHO;
 - Protocols for participation in HMIS Project;
 - Requirements of the policies and procedures by which the CHO must abide;
 - Sanctions for violating the HMIS Participation Agreement; and
 - Terms of sharing and processing Protected Identifying Information between the HMIS Lead and the CHO.

c) Grant Administration

- Prepare and submit NOFA Project Applications for HUD grant (NY0317) in e-snaps;
- Create annual budgets outlining the most efficient resource allocation to meet HMIS Project requirements;
- Support HMIS by funding eligible HMIS activities with eligible matching sources to serve as the HUD-required match;
- Manage spending for HUD grant (NY0317);
- Manage the reimbursement payment process and maintain records of all reimbursement documents, funds, approvals, denials, and other required or relevant records;
- Ensure accurate and regular (quarterly, at minimum) draw down of HUD grant funding; and
- Complete and submit APR for HUD grant (NY0317) in e-snaps.

d) System Administration

- Oversee the day-to-day administration of the HMIS system;

- Manage contracts for FTS, which includes training for CHOs and DHS staff, and licensing of HMIS Server;
 - Ensure HMIS software meets the minimum data and technical functionality requirements established by HUD in rule or notice, including unduplication, data collection, maintenance of historical data, reporting (including HUD-required reports and data quality and audit reports), and any other requirements established by HUD;
 - Ensure HMIS data processing capabilities, including the collection, maintenance, use, disclosure, transmission, and destruction of data and the maintenance of privacy, security, and confidentiality protections;
 - Develop standard reports and queries of HMIS data (e.g., data quality report, COC quarterly report, etc.);
 - Oversee and relate small- and large-scale changes to the HMIS Data Warehouse through coordination with FTS, the Data Management Committee, and CHO HMIS administrators, if applicable;
 - Outline a concept for a future CHO “user group” to discuss implementation of policies and procedures and data entry and upload processes;
 - Update contact list of HMIS administrators for all CHOs in conjunction with annual Participation Agreement updates.
- e) End-User Administration
- Provide or coordinate technical assistance and support;
 - Document technical issues experienced by providers;
 - Develop and deliver a comprehensive training curriculum and protocol, including accompanying tools and resources, that:
 - Includes, but is not limited to, data entry requirements and techniques, client confidentiality and privacy requirements, data security, data quality, and FTS Data Warehouse;
 - Requires all CHO System Administrators to participate in trainings; it is the responsibility of the CHO System Administrator to ensure end users at the CHO receive training information.
 - Is encouraged for all HMIS end users, including intake staff, data entry staff and reporting staff at all CHOs;
 - Is offered, at a minimum, every quarter;
 - Is conducted in a manner that assures every new end user completes training prior to collecting any HMIS data or using the HMIS; and
 - Is conducted in a manner that assures every current end user completes a training update at least annually.
- f) Data Quality and Compliance Monitoring
- Consistent with the data quality plan, establish data quality benchmarks for CHOs, including bed coverage rates, service-volume coverage rates, missing/unknown value rates, timeliness criteria, and consistency criteria;
 - Consistent with the data quality plan, run and disseminate data quality reports on a quarterly basis to CHO programs indicating levels of data entry completion, consistency with program model, and timeliness;
 - Consistent with the data quality plan, provide quarterly reports on HMIS participation rates, data quality and other analyses to the CCoC and Data Management Committee; and

- Monitor compliance by all CHOs with HMIS participation requirements, policies and procedures, privacy standards, security requirements, and data quality standards through an annual review per the process outlined in the Participation Agreement and approved by the CCoC Steering Committee.

VI. DATA ACCESS AND MANAGEMENT

DHS's authorized staff shall manage the data that is maintained in the FTS data warehouse and will have access to all data entered by CHOs. DHS staff will only use the data for purposes having to do with the CCoC. The CCoC Steering and Data Management Committees will have access to aggregated and/or otherwise de-identified data that have met quality assurance standards as stipulated by DHS HMIS staff.

The parties to this MoU hereby mutually agree that if any patentable or copyrightable material should result from work described herein, all rights accruing from such material or article shall be the property of the City of New York. The parties agree to and do hereby grant to the City of New York, the CCoC, and all federal and state agencies irrevocable, nonexclusive and royalty-free license to use, according to law, any material or article and use any method that may be developed as a part of the work under this MoU. The foregoing license shall not apply to existing training materials, consulting aids, check lists and other materials and documents of the parties which are modified for use as part of the work under this MoU, unless they were developed with other federal/state employment and training funding.

VII. AMENDMENT/NOTICES

This MoU may be amended in writing by either party. Notices shall be mailed or delivered to

Martha Kenton, Director HUD Continuum of Care and Federal Policy
New York City Department of Homeless Services
33 Beaver Street, 13th Floor
New York, NY 10004



Laura Mascuch, New York City Continuum of Care Co-Chair/ Executive Director
Supportive Housing Network of New York
247 W. 37th Street 18th Floor
New York, New York 10018



VIII. TERMINATION

Either party may terminate this MoU at a date prior to the renewal date specified in this MoU by giving sixty (60) days written notice to the other parties. If the funds relied upon to undertake activities described in this MoU are withdrawn or reduced, or if additional conditions are placed on such funding,

any party may terminate this MoU within thirty (30) days by providing written notice to the other parties. The termination shall be effective on the date specified in the notice of termination.



Continuum of Care Program Standards

July 2017

Written Standard Review and Revisions

APPROVED BY THE CCoC STEERING COMMITTEE	APPROVAL DATA
VERSION 1	June 19, 2015
VERSION 2	October 2, 2015
VERSION 3	July 2017

Purpose and Overview

The goal of these standards is to synthesize the key elements of the U.S. Department of Housing and Urban Development (HUD) regulations for projects funded under HUD's Continuum of Care (CoC) Program. These standards also incorporate the policy priorities of the CCoC, as adopted by the CCoC Steering Committee and in consultation with recipients of the Emergency Solutions Grant program funds within the geographic area. All CoC Program funded projects must comply in full with the applicable standards described in this manual, as well as all HUD regulations and NOFA requirements established for the CoC Program. HUD regulations may be found at:

<https://www.hudexchange.info/resources/documents/CoCProgramInterimRule.pdf>

CoC Program funded projects may also be subject to additional criteria as set forth in annual competitive application processes administered by the CCoC in conjunction with HUD annual CoC program competitions.

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Prevention

IX. Addendum

II. Definitions

Homeless

(NOTE: CoC Program funded projects should only be serving people who meet the criteria in Category 1 unless otherwise indicated under the eligibility standards for a given project type.)

Category 1: Literally Homeless

An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- (i) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
- (ii) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, State, or local government programs for low-income individuals); or
- (iii) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Category 2: Imminent Risk of Homelessness

An individual or family who will imminently lose their primary nighttime residence, provided that:

- (i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;
- (ii) No subsequent residence has been identified; and
- (iii) The individual or family lacks the resources or support networks, *e.g.*, family, friends, faith-based or other social networks, needed to obtain other permanent housing.

Category 3: Homeless Under Other Federal Statutes

(NOTE: CoC Program funded projects are not authorized by HUD to serve this category):

Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:

- (i) Are defined as homeless under section 387 of the Runaway and Homeless of the Head Start Act (42 U.S.C. 9832), section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2), section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), section 17(b) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)), or section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a);
- (ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance;
- (iii) Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance; and
- (iv) Can be expected to continue in such status for an extended period of time because of chronic disabilities; chronic physical health or mental health conditions; substance addiction; histories of domestic violence or childhood abuse (including neglect); the presence of a child or youth with a disability; or two or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment;

Category 4: Fleeing/Attempting to Flee Domestic Violence

Any individual or family who:

- (i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
- (ii) Has no other residence; and
- (iii) Lacks the resources or support networks, *e.g.*, family, friends, and faith-based or other social networks, to obtain other permanent housing. 24 CFR 578.3.

Chronically Homeless

The NYC CCoC has formally adopted the definition of Chronically Homeless as described in the CPD-16-11 Prioritization Notice. Please refer to the Permanent Housing section on page 8 for further details.

The definition of "chronically homeless" currently in effect for the CoC Program is that which is defined in the CoC Program interim rule at 24 CFR 578.3, which states that a chronically homeless person is:

1. **(a)** A "homeless individual with a disability," as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)), who:

- i. lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
- ii. Has been homeless and living as described in paragraph (a)(i) continuously for at least 12 months or on at least four separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described in paragraph (a)(i). Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering an institutional care facility;

(b) An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (a) of this definition, before entering the facility;

(c) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (a) or (b) of this definition (as described in Section I.D.2.(a) of this Notice), including a family whose composition has fluctuated while the head of household has been homeless.

Developmental Disability

Developmental disability means, as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C.15002): (1) A severe, chronic disability of an individual that—(i) Is attributable to a mental or physical impairment or combination of mental and physical impairments;(ii) Is manifested before the individual attains age 22;(iii) Is likely to continue indefinitely; (iv) Results in substantial functional limitations in three or more of the following areas of major life activity:(A) Self-care;(B) Receptive and expressive language; (C) Learning; (D) Mobility; (E) Self-direction; (F) Capacity for independent living;(G) Economic self-sufficiency; and (v) Reflects the individual's need for a combination and sequence of special, interdisciplinary, or generic services, individualized supports, or other forms of assistance that are of lifelong or extended duration and are individually planned and coordinated. (2) An individual from birth to age 9, inclusive, who has a substantial developmental delay or specific congenital or acquired condition, may be considered to have a developmental disability without meeting three or more of the criteria described in paragraphs

(1)(i) through (v) of the definition of “developmental disability” in this section if the individual, without services and supports, has a high probability of meeting those criteria later in life. 24 CFR 583.5

Disabling Condition

(1) A condition that: (i) Is expected to be long-continuing or of indefinite duration; (ii) Substantially impedes the individual’s ability to live independently; (iii) Could be improved by the provision of more suitable housing conditions; and (iv) Is a physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury; (2) A developmental disability, as defined in this section; or (3) The disease of acquired immunodeficiency syndrome (AIDS) or any conditions arising from the etiologic agent for acquired immunodeficiency syndrome, including infection with the human immunodeficiency virus (HIV). 24 CFR 583.5

Housing First

A model of housing assistance that prioritizes rapid placement and stabilization in permanent housing that does not have service participation requirements or preconditions for entry (such as sobriety or a minimum income threshold).

Prioritization

Per Notice CPD-16-11, Prioritization means implementing an admissions preference for chronically homeless persons for CoC Program-funded PSH beds. In the context of the coordinated entry process, Per Notice CPD-17-11, HUD uses the term “Prioritization” to refer to the coordinated entry-specific process by which all persons in need of assistance who use coordinated entry are ranked in order of priority.

Access Points

Access points are the places—either virtual or physical—where an individual or family in need of assistance accesses the coordinated entry process.

Assessment

In the context of the coordinated entry process, HUD uses the term “Assessment” to refer to the use of one or more standardized *assessment tool(s)* to determine a household’s current housing situation, housing and service needs, risk of harm, risk of future or continued homelessness, and other adverse outcomes.

Fair Market Rent

Fair Market Rent (FMR) means the Fair Market Rents published in the Federal Register annually by HUD. Family

A *family* includes, but is not limited to, the following, regardless of actual or perceived sexual orientation, gender identity, or marital status: (1) A single person, who may be an elderly person, displaced person, disabled person, near-elderly person, or any other single person; or (2) A group of persons residing together, and such group includes, but is not limited to: (i) A family with or without children (a child who is temporarily away from the home because of placement in foster care is considered a member of the family). 24 CFR 5.403

Permanent Housing

Permanent housing means community-based housing without a designated length of stay, and includes both permanent supportive housing and rapid rehousing. To be permanent housing, the program participant must be the tenant on a lease for a term of at least one year, which is renewable for terms that are a minimum of one month long, and is terminable only for cause.

Permanent Supportive Housing

Permanent supportive housing means permanent housing in which supportive services are provided to assist homeless persons with a disability to live independently.

Rapid Re-Housing

The provision of supportive services, as set forth in § 578.53, and/or short-term (up to 3 months) and/or medium-term (for 3 to 24 months) tenant-based rental assistance, as set forth in § 578.51(c), as necessary to help a homeless individual or family, with or without disabilities, move as quickly as possible into permanent housing and achieve stability in that housing.

Transitional Housing

Transitional housing means housing where all program participants have signed a lease or occupancy agreement, the purpose of which is to facilitate the movement of homeless individuals and families into permanent housing within 24 months. The program participant must have a lease or occupancy agreement for a term of at least one month that ends in 24 months and cannot be extended. 24 CFR 578.3.

Victim Service Provider

Victim service provider means a private nonprofit organization whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, or stalking. This term includes rape crisis centers, battered women's shelters, domestic violence transitional housing programs, and other programs.

Violence Against Women Act (VAWA) Rule.

On November 16, 2016, HUD published its VAWA final rule (81 FR 80798), which provides various protections to victims of domestic violence, dating violence, sexual assault, and stalking under the CoC Program and other HUD programs. HUD funded projects are required to comply with the VAWA rule as provided in 24 CFR 578.99(j)(3).

HUD Emergency Solutions Grant

The ESG program provides funding to: (1) engage homeless individuals and families living on the street; (2) improve the number and quality of emergency shelters for homeless individuals and families; (3) help operate these shelters; (4) provide essential services to shelter residents, (5) rapidly re-house homeless individuals and families, and (6) prevent families and individuals from becoming homeless.

SSI/SSDI Outreach, Access and Recovery (SOAR)

SAMHSA's SOAR program assists states and localities to expedite access to the Social Security Administration's (SSA) disability programs -- Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) -- for persons who are experiencing or at risk for homelessness and who have a mental illness, a co-occurring substance use disorder or other serious medical condition.

III. All CoC Program Funded Projects

A. Housing First Practices

Housing First is a proven method of ending all types of homelessness and is the most effective approach to ending chronic homelessness. Housing First approaches quickly connect people experiencing a housing crisis with permanent housing without preconditions (e.g., sobriety, treatment or service participation requirements) and the supports needed to maintain housing. Evidence from communities and programs that follow a Housing First approach shows that Housing First can reduce the length of time people are homeless, increase consumer choice, and increase housing stability.

Housing First is an alternative to approaches where people experiencing homelessness must demonstrate their readiness for permanent housing or otherwise participate in a linear set of time-limited housing and services before obtaining permanent housing. By contrast, Housing First is premised on the understanding that everyone is “housing ready”, that people experiencing a wide variety of barriers can successfully find and maintain housing with the right supports, and that people are better able to address their concerns and goals when stably housed.

In line with Housing First, providers should eliminate eligibility requirements that prevent higher need families and individuals from accessing their programs, especially requirements related to employment, minimum income, rental history, or substance use history. Providers who do not have the skills to serve these families and individuals should be increasing their capacity either internally or through partnerships.

A project that adheres to a Housing First approach focuses on ensuring rapid placement and stabilization in permanent housing. This means helping clients find or directly offering permanent housing without preconditions, such as sobriety or income, avoiding requirements that are not normally included on a lease, and connecting clients to supports most critical to ongoing housing stability. Housing First is not housing only, however, as many people who experience homelessness need and want assistance with increasing their income, accessing medical care, addressing mental health and/or substance abuse issues, and dealing with other personal problems that may directly or indirectly cause them to become homeless again. Overwhelming evidence now shows that people are best able to address their personal needs when they are not on the street or in a shelter, but are instead in their own housing with the right amount of temporary or permanent financial and service supports necessary to stay housed. This also means that projects should strive to offer assistance in a progressive manner – offer more only when more is needed and desired to obtain permanent housing quickly and maintain it, and also less when such help is not needed.

Housing First practices are required to be used in all CoC Program funded **PSH, RRH, and TH** projects unless otherwise prohibited by other project funding sources or otherwise indicated in these standards.

B. Coordinated Assessment and Placement System (CAPS) and Evaluating Eligibility

- All projects HUD Continuum of Care and Emergency Grant Solutions funds are expected to participate in CAPS, as designated by the CCoC and system partners
- General eligibility requirements are included in sections below; all projects expected to collaborate in CAPS eligibility screening processes

- All CoC funded projects are only allowed to serve people who are literally homeless (including persons in Category 4 (DV) who are literally homeless) unless otherwise indicated under the eligibility standards for a given project type.
- All projects expected to understand and adhere to HUD requirements
 - Meet all participant eligibility criteria as defined in the NOFA under which the program was funded.
 - The NYC CCoC has the discretion to specify additional eligibility criteria if voted in by the Steering Committee.

C. Data Collection and HMIS Participation

All providers receiving CoC & ESG Program funding are required to participate in the CCoC's Homeless Management Information System (HMIS). Providers must execute an HMIS Participation Agreement with the Department of Social Services (CCoC designated HMIS lead). Programs must follow NYC CCoC HMIS Policies and Procedure and remain in good standing with HMIS participation requirements.

D. Program Evaluation and Continuous Improvement

CoC program funded projects are evaluated each year in preparation for HUD's CoC Program competition by the CoC's Evaluation Committee. Evaluation results are used to inform project selection and ranking, as well as to identify any performance issues that may need to be addressed. When a performance issue is identified, a provider may be referred to the CCoC's performance and quality improvement (PQI) committee for follow-up assistance and support in creating a plan to improve performance. Severe and persistent performance issues, including issues related to compliance with CCoC standards and chronic underspending, may negatively impact a project's ability to continue to receive CoC Program funding.

E. Consumer Involvement

Each CoC Program funded project is expected to engage consumers in ongoing program evaluation and quality improvement processes. Toward that end, at a minimum each project is required to survey consumers/residents and/or complete documented interviews with current consumers at least annually to obtain feedback on program service quality, the service/housing environment, and opportunities for improvement.

F. Homeless Veterans

All CoC funded projects shall, to the extent possible, prioritize serving veterans and their families who are ineligible for Department of Veterans Affairs (VA) HEALTH CARE services, HUD-VASH, AND/OR SSVF. When it is determined that a veteran household that is ineligible for these housing programs and services has the same or higher level of need as a non-veteran household, the veteran household should receive priority for CoC funded services.

G. Other HUD Requirements

All CoC Program funded projects are expected to be familiar with and adhere to all HUD requirements for the CoC Program as described in the CoC Program Interim Rule, applicable Notices, and CoC Program NOFA(s) under which the project is funded. This includes, but is not limited to:

- Participant eligibility
- Prioritization
- Allowable activities and costs
- Site control
- Subsidy layering
- Environmental review
- Matching requirements.
- Calculating occupancy charges and rent.
- Limitations on transitional housing.
- Term of commitment, repayment of grants, and prevention of undue benefits.
- Displacement, relocation, and acquisition.
- Timeliness standards.
- Limitation on use of funds.
- Limitation on use of grant funds to serve persons defined as homeless under other federal laws.
- Termination of assistance to program participants.
- Fair Housing and Equal Opportunity.
- Conflicts of interest.
- Program income.
- Recordkeeping requirements.
- Grant and project changes
- Other applicable federal requirements as explained in the CoC Program Interim Rule

Serving Families in Homeless Projects

CoC Program funded projects serving families must ensure they comply with HUD's [Equal Access Rule](#) . The Equal Access Rule outlines the federal definition of 'family' for purposes of receiving assistance from certain programs. For the CoC Program, the definition of 'family' is as follows:

Family includes, but is not limited to, regardless of marital status, actual or perceived sexual orientation, or gender identity, any group of persons presenting for assistance together with or without children and irrespective of age, relationship, or whether or not a member of the household has a disability. A child who is temporarily away from the home because of placement in foster care is considered a member of the family.

What this means is that any group of people that present together for assistance and identify themselves as a family, regardless of age or relationship or other factors, are considered to be a family and must be served together as such. CoC Program funded projects cannot discriminate against a group of people presenting as a member of a family based on the composition of the family (e.g., adults and children or just adults), the age of any family, the disability status of any members of the family, marital status, actual or perceived sexual orientation, or gender identity. Involuntarily separating families based on the gender or age of their minor children is a violation of HUD regulations. Projects must serve families regardless of the marital status, sexual orientation of the adults or actual or perceived gender related characteristics.

Equal Access Regardless of Sexual Orientation or Gender Identity

On February 3, 2012, HUD published the *Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity* final rule (Equal Access Rule) (77 FR 20 5662). This final rule requires that HUD's housing programs be made available to individuals and families without regard to actual or perceived sexual orientation, gender identity, or marital status. The rule defines "gender identity" to mean "actual or perceived gender-related characteristics." 24 CFR 5.100; 77 FR at 5665. The final rule also prohibits owners and administrators of HUD-assisted or HUD-insured housing, approved lenders in an FHA mortgage insurance program, and any other recipients or sub-recipients of HUD funds from inquiring about sexual orientation or gender identity to determine eligibility for HUD-assisted or HUD-insured housing. The rule does not, however, prohibit voluntary self-identification of sexual orientation or gender identity, and it provides a limited exception for inquiries about the sex of an individual to determine eligibility for temporary, emergency shelters with shared sleeping areas or bathrooms, or to determine the number of bedrooms to which a household may be entitled.

H. Security & Confidentiality Policies

The address or location of any housing or rental units of any program participant, including youth, individuals living with HIV/AIDS, victims of domestic violence, dating violence, sexual assault, and stalking; and individuals and families who have the highest barriers to housing will not be made public, except as provided under a preexisting privacy policy of the provider and consistent with state and local laws regarding privacy and obligations of confidentiality with written authorization of the person responsible for the operation of the rental unit.

I. Consequence of Not Meeting Standards

Failure to meet the established standards shall trigger a review by the Lead Agency (DSS), CoC Steering Committee and/or Performance and Quality Improvement Committee (PQI). This review will involve providing technical support and guidance to improve performance. Organizations must show the efforts that they have undertaken to meet the standards. If the organization continues to fail to meet the performance standards established herein, despite technical assistance, funding reductions and/or defunding in future applications will occur.

IV. Transitional Housing

Transitional housing provides services and temporary housing assistance necessary to help homeless persons maintain interim stability, and successfully move to and maintain permanent housing as quickly as possible. CoC Program funding may be used for acquisition, rehabilitation, new construction, leasing, rental assistance, operating costs, and supportive services, as approved by the CCoC and HUD.

CoC Program funded transitional housing projects must provide safe, affordable housing that meets participants' needs in accordance with client intake practices, described in CPD-17-01, and in accordance with HUD and CCoC requirements for transitional housing programs.

A. Eligibility and Prioritization

The key to the success of any program is a screening and assessment process that thoroughly explores a family's or individual's situation and pinpoints their unique housing and service needs. Based upon the assessment, families and individuals should be referred to the kinds of housing and services most appropriate to their situations and need.

Within the New York City homeless services system, and specifically for CoC Program funded projects, the CCoC seeks to ensure that transitional housing is targeted to homeless families and individuals who most need and desire such assistance to address their health and safety needs and move to permanent housing. At the same time, the CCoC seeks to minimize time people spend in transitional housing versus their own permanent housing, so as to reduce overall length of time people spend literally homeless and ensure efficient use of limited transitional housing assistance.

Toward these ends, the CCoC requires the following for CoC Program funded transitional housing projects:

Eligibility:

- **Transitional housing projects that do not target youth under 25 or victims of domestic violence:** *The primary objective of transitional housing is to end literal homelessness within the CoC. Eligibility is, generally, restricted to families and individuals who are literally homeless, including those who may also be fleeing or attempting to flee domestic violence and who are literally homeless (homeless definition Category 1 and Category 4, if also literally homeless). Transitional housing projects may admit people who are at imminent risk of homelessness (Category 2) only when the applicant met the literal homelessness (Category 1) definition within the past 2 years. Such admissions should be rare and may not, generally, comprise more than 10% of program admissions.*
- **Transitional housing projects that target youth under age 25 or victims of domestic violence:** Transitional housing projects are encouraged to serve youth and DV victims under Category 1. Such projects may also serve people who are imminently at-risk of homelessness, including those fleeing or attempting to flee domestic violence and that are not also presently literally homeless (homeless definition Categories 2 and 4).
- Unless prohibited by other project funding sources, transitional housing programs are required to use a low barrier Housing First model (i.e., not have service participation requirements or preconditions to entry, such as sobriety or a minimum income threshold, and must prioritize rapid placement and stabilization in permanent housing).
- Projects should be aware that placing a household in transitional housing can affect their eligibility for other programs.
- All projects must document eligibility according to HUD recordkeeping requirements for the CoC Program. You can find the document [here](#).

Prioritization:

- Transitional housing projects should generally seek to target and prioritize assistance for families and individuals with the most severe needs, including those living on the street, and those who have experienced longer homeless episodes – as well as those who are best served by transitional housing. This means projects should target and prioritize homeless people who:
 - Desire and make an informed decision choice to enter transitional housing.
 - Have health and/or safety needs that are best addressed in a transitional housing environment and by the services offered by the project. Examples include transition age youth with no prior independent living experience, people in early recovery from substance abuse, and victims of domestic violence and trauma; and
 - Have no other available permanent housing options with financial and service supports they need and want that is readily available (e.g., rapid re-housing, permanent supportive housing, or transitional financial assistance to obtain permanent housing while accessing other homeless system or community-based supports).
- People who are simply struggling financially and/or who may have other personal issues that can be dealt with in a community-based setting with proper supports or in permanent supportive housing are not a target population for CoC Program funded transitional housing.

B. Types of Assistance

Transitional housing projects may offer various types of assistance allowable under the CoC Program or as otherwise funded through other sources, and as appropriate to the target population served by each project. While transitional housing projects may differ in terms of the population served and assistance offered to meet the unique needs of that population, all projects must at a minimum:

- Provide assistance to facilitate the application process to ensure access for people with the most severe needs or greater vulnerabilities. For example: ensure screening interviews occur in easily accessible locations and at convenient times for prospective participants; provide help obtaining needed documentation, etc.
- Assess the needs of the individual or family experiencing homelessness immediately upon entry to ensure appropriate transitional housing arrangements and participant safety.
- Provide individualized assistance offered in a manner that does not obligate the participant to stay in the project longer than necessary to quickly move to permanent housing when desired and that does not delay establishing a permanent housing plan and offering related placement assistance.
- Assist all participants with establishing a permanent housing plan within two weeks after project entry.
- Provide access to permanent housing placement assistance (whether such assistance is provided directly or through a partnership) without preconditions, such as length of time in program or demonstrated progress on clinical goals.
- Offer supportive services to program participants on a voluntary basis. However, projects may require program participants to meet with a case manager on a regular basis for purposes of evaluating the extent to which a participant has ongoing need for assistance from the project.

Transitional Housing Projects Serving People with Substance Abuse Disorders

Projects serving persons with substance abuse disorders should keep in mind that their primary goals, as with all transitional housing, are to meet the service needs of program participants AND place program participants into permanent housing as quickly as possible and desired. This means that treatment-related services should be offered to clients on a voluntary basis (unless required by another funder), and they should focus on treatment related issues that are serving as immediate barriers to securing and maintaining housing. Unless required by another funder, projects should not terminate a client because of a relapse in substance use. Relapses should instead be used to facilitate conversations with clients to determine their service needs and desires.

V. Rapid Re-Housing

CoC Program rapid re-housing funds are designed to provide the services necessary to help homeless persons quickly regain stability in permanent housing after experiencing homelessness. In line with the HUD's national homelessness policy as outlined in *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*, federal programs aimed at ending homelessness have shifted towards providing stable, permanent housing opportunities for the homeless and at-risk homeless and less towards transitional housing. Rapid Re-Housing programs funded through the CoC will be required to meet HUD defined housing first standards as described [here](#).

A. Eligible Applicants

Only not for profit organizations are eligible to apply. In addition to being a not for profit, applicants must meet all of the HUD applicant eligibility criteria defined under the NOFA under which they are applying. Eligible applicants must also meet with the following criteria:

1. If currently a recipient of HUD NYC CCoC funds, the applicants must be in good standing with HUD and the NYC CCoC. This is defined as not having any significant unresolved monitoring findings.
2. Have experience in providing housing and/or services to people who are currently or formerly homeless.
3. Participate in or commit to participate in the NYC CCoC Homeless Management Information System (HMIS).¹

B. Eligible Program Participants

NYC CCoC rapid re-housing program participants must meet the following minimum standards:

1. Meet HUD's Category 1 definition of homelessness:

Individuals and families who lack a fixed, regular, and adequate nighttime residence:

- An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, etc.

¹ Providers that serve survivors of Domestic Violence only have to meet the basic HUD HMIS requirements for DV programs.- (i.e collect all of the data elements an HMIS collects, however victim service providers are directed to store that data in a comparable database and report on aggregate level and not client level specific data).

- An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low income individuals); or
- An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

For information on HUD's other homeless categories, eligible for other CoC funds, visit:

https://www.hudexchange.info/resources/documents/HEARTH_HomelessDefinition_FinalRule.pdf

2. Have a maximum combined income (earned and from benefits) of 50% of the Area Median Income. However, providers may consider significant garnishments or recoupment in determining that financial appropriateness of each potential participant and on a case-by-case basis allow a participant whose income is above 50% Area Median income. Providers will be required to show that the average of their RRH participants' income was at or below 50% AMI.
3. Meet all participant eligibility criteria as defined in the NOFA under which the program was funded.

The NYC CCoC has the discretion to specify additional eligibility criteria if voted in by the Steering Committee.

C. Standards for Amount of Rental Assistance

Providers shall determine the type, maximum amount and duration of housing stabilization and/or relocation services for individuals and families who are in need of rapid re-housing assistance through the initial evaluation, re-evaluation and ongoing case management processes.

Standards for determining the share of rent and utilities costs that each program participant must pay, if any, will be based on the following guidelines:

- I. The maximum amount of rent that a participant can be up to 100% of the rental amount.
- II. Providers may provide up to 100% of the cost of rent in rental assistance to participants. However to maximize the number of households that can be served with rapid re-housing resources, it is expected that providers will provide the level of need based on the goal of providing only what is necessary for each household to be stably housed for the long term.
- III. Rental assistance cannot be provided for a unit unless the rent for that unit is at or below the Fair Market Rent limit, established by HUD. A complete listing of Fair Market Rents for New York counties can be found at: <http://www.huduser.org/portal/datasets/fmr.html>
- IV. The rent charged for a unit must be reasonable in relation to rents currently being charged for comparable units in the private unassisted market and must not be in excess of rents currently being charged by the owner for comparable unassisted units.

For more details see sections 578.37 and 578.51 of the HUD CoC rapid re-housing and rental assistance guidelines.

D. Standards for Duration of Assistance

Providers may provide a program participant with up to 24 months of rental assistance.

Participants may be eligible for rapid re-housing assistance for multiple instances based on their need. However, if a participant needs assistance more than once, the participant will be subject to a re-assessment process for a different level of service intervention.

There must be a lease between the landlord and the tenant and the leases must be for at least one-year, renewable for at least one year and terminable only for cause.

E. Standards for Type of Assistance

Providers may use funds for rental assistance costs and eligible services, including the following: security deposits (up to 2 months), first month's rent and/or last month's rent, eligible supportive services, property damage, one-time moving costs and one-time utility deposits.

F. Policies & Procedures for Assessing & Prioritizing Participants

The key to the success of any program is a screening and assessment process that thoroughly explores a family's or individual's situation and pinpoints their unique housing and service needs. Based upon the assessment, families and individuals should be referred to the kinds of housing and services most appropriate to their situations and need.

G. Coordinating Intake & Assessment

Providers must demonstrate an ability to outreach to NYC CCoC eligible RRH participants and to prioritize applicants who meet the criteria for HUD Homeless Category 1. Providers must also utilize New York City's coordinated assessment system to help match individuals and families with the most appropriate assistance. Additional coordination or centralization of referrals may be required (e.g. if required by a NYC CCoC RRH Request for Proposals).

H. Case Management Services

Providers must assist each program participant, as needed, to obtain appropriate supportive services, including assistance in obtaining permanent housing, medical treatment, mental health treatment, counseling, supervision, and other services essential for achieving independent living; housing stability case management; and other Federal, State, local, or private assistance available to assist the program participant in obtaining housing stability including but not limited to:

- Supplemental Nutrition Assistance Program
- Social Security Disability Insurance (SSDI)
- Federal-State Unemployment Insurance Program
- Medicaid
- Veteran's Benefits
- Veteran's Disability Benefits
- Women, Infants and Children (WIC)
- Supplemental Security Income (SSI)
- Child and Adult Care Food Program, and
- Other mainstream resources such as housing, health, social services, employment, education services and youth programs that an individual or family may be eligible to receive

RRH program participants are required by HUD regulations to meet with a case manager not less than once per month. Providers may also provide case management services for up to six months after rental assistance stops.

I. Inspections

CoC funded rapid re-housing units must meet the HUD Housing Quality (HQS) Standards under 24 CFR part 578.37(a)(1)(ii). However, in instances, when allowed, providers may apply for waivers and exemptions, to use HUD Habitability standards when the use of HQS standards would result in the loss of an affordable housing unit.² Providers may utilize their own staff to perform HQS inspections.

J. Rental Subsidy Administration

The administering of RRH rental assistance must comply with the HUD regulations. Guidance is forthcoming.

K. Data Collection & Evaluation

All providers receiving rapid re-housing assistance must work with the NYC CCoC to track key data elements for analyzing the success of the program including the use of HMIS data.

L. Security & Confidentiality Policies

The address or location of any housing or rental units funded under rapid re-housing of any program participant, including youth, individuals living with HIV/AIDS, victims of domestic violence, dating violence, sexual assault, and stalking; and individuals and families who have the highest barriers to housing will not be made public, except as provided under a preexisting privacy policy of the provider and consistent with state and local laws regarding privacy and obligations of confidentiality with written authorization of the person responsible for the operation of the rental unit.

M. Terminations, Complaints, Appeals & Grievance Procedures

All providers with rapid re-housing programs shall be required to have a termination and grievance policies. Policies must allow an applicant to formally dispute an agency decision on *eligibility to receive assistance*. The policy must include the method that an applicant would be made aware of the provider's grievance procedure and the formal process for review and resolution of the grievance.

If a program participant violates program requirements, the provider may terminate the assistance in accordance with a formal process established by the provider. All providers must have policies that allow a program participant to formally dispute a provider decision to *terminate assistance*. The policy must include the method that a written notice would be provided containing clear statement of reason(s) for termination; a review of the decision in which the program participants is given the opportunity to present information before someone other than the person who made the termination decision; and a prompt written notice of the final decision to the program participant.

N. Standards for Re-Evaluation

In accordance with HUD regulations, recipients and subrecipients must conduct regular re-evaluations, at least annually, of program participants receiving RRH assistance.

To continue to receive CoC-RRH assistance, a program participant's re-evaluation must demonstrate eligibility based on:

² For ESG funded RRH programs, HUD only requires following the HUD Habitability Standards.

- **Lack of resources and support networks.** The program participant's household must continue to lack sufficient resources and support networks to retain housing without ESG or CoC program assistance.
- **Need.** The recipient or subrecipient must determine the amount and type of assistance that the individual or family will need to (re)gain stability in permanent housing.

VII. Permanent Supportive Housing

CoC Program funding for permanent supportive housing is designed to provide the services necessary to help homeless persons maintain stability in permanent housing after experiencing homelessness. In line with the HUD's national homelessness policy as outlined in *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*, federal programs aimed at ending homelessness have shifted towards providing stable, permanent housing opportunities for the homeless and at-risk homeless and less towards transitional housing.

A. Eligibility and Prioritization

Eligibility:

- All households served in CoC-funded PSH must have documentation on file verifying their status of homelessness and disability, including any necessary 3rd Party documentation as required by HUD.
- All permanent supportive housing projects must seek to minimize any barriers to applicant's entry into their project. This means that projects cannot require things of potential clients to enter their project over and beyond demonstrating meeting basic eligibility and any population prioritization requirements.
- Unless prohibited by other project funding sources and the project received an exemption from the NYC CoC Steering Committee, permanent supportive housing projects are required to use a low-barrier, Housing First model (i.e., PSH projects may not: have service participation requirements; screen out participants based on having too little or no income, active or history of substance abuse, a criminal record, or a history of domestic violence. PSH projects also may not terminate participants from the project for any of the following reasons: failure to participate in supportive services, failure to make progress on a service plan, loss of income or failure to improve income, domestic violence, any other activity not covered in a customary and enforceable lease agreement).

Requirement to dedicate or prioritize PSH beds to people experiencing chronic homelessness:

All New York City Continuum of Care (NYC CoC) funded PSH beds are required to dedicate or prioritize 100% of their beds to people experiencing chronic homelessness, as defined by HUD (See definitions section). When filling vacant beds, CoC-funded PSH projects must seek referrals only through the *By-Name Prioritized List of People Experiencing Chronic Homelessness* maintained by the New York City Human Resources Administration's Placement, Assessment and Client Tracking Unit (PACT).

This by-name list uses the order of priority established in HUD Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing. Relevant guidance from the Notice appears below, and the full Notice is available at:

<https://www.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf>

The notice defines which chronically homeless people get priority access to PSH beds and how to prioritize PSH beds when no chronically homeless persons exist within the geographic area.

Accepting Referrals through a Single Prioritized List for PSH

All CoC-funded PSH projects are required to accept referrals ONLY from *By-Name Prioritized List of People Experiencing Chronic Homelessness* maintained by PACT. The single prioritized list is updated frequently to reflect the most up-to-date and real-time data as possible.

Prioritizing Chronically Homeless Persons in CoC Program-funded Permanent Supportive Housing Beds Dedicated or Prioritized for Occupancy by Persons Experiencing Chronic Homelessness:

When selecting participants for housing, PACT and CoC Program-funded PSH that is dedicated or prioritized for persons experiencing chronic homelessness are required to use the following order of priority that has been established by the NYC CoC Steering Committee, which is consistent with HUD Notice CPD-16-11:

- Priority #1: People who meet the HUD definition of chronic homelessness and have been determined to be Level I based on New York City's Standardized Vulnerability Assessment, which considers, length of time homeless, multi-system contact, and functional impairment/high utilization of Medicaid.
- Priority #2: People who meet the HUD definition of chronic homelessness and have been determined to be Level II based on New York City's Standardized Vulnerability Assessment.
- Priority #3: People who meet the HUD definition of chronic homelessness and have been determined to be Level III based on New York City's Standardized Vulnerability Assessment.
- Within each priority group described above, applicants will be prioritized based on the number of days of cumulative homelessness during the past 3 years. For example, applicants in priority group #1 with more cumulative days of homelessness will be prioritized over other applicants in priority group #1 with fewer cumulative days of homelessness. Only as necessary to break a tie, applicants within each priority group will be further prioritized based on date of application, with earlier application dates being prioritized over later application dates.
- Exceptions to the order specified above may be considered in extraordinary circumstances and must be approved by a subcommittee appointed for this purpose by the NYC Coordinated Assessment and Placement System (CAPS) Steering Committee, which is a committee of the NYC CoC. For example a project might seek an exception to prioritize someone who has been living in an unsheltered location for 400 days, is Level I and has been diagnosed with terminal cancer over someone who has been living in shelter for 600 days and is Level I.

Recipients of CoC funds ("recipients") must follow the order of priority while also considering any target populations served by the project as identified in the project application submitted to HUD. For example, a CoC Program-funded PSH project that targets homeless persons with a serious mental illness should follow the order of priority to the extent to which persons with serious mental illness meet the criteria. In this example, if there were no persons with a serious

mental illness that also met the criteria of chronically homeless, the recipient should follow the order of priority for PSH when no chronically homeless person exists on the By-Name List (see below).

Recipients must exercise due diligence when conducting outreach and assessment to ensure that chronically homeless individuals and families are prioritized for assistance based on their total length of time homeless and/or the severity of their needs. The NYC CoC recognizes that some persons—particularly those living on the streets or in places not meant for human habitation—might require significant engagement and contacts prior to their entering housing and recipients of CoC Program-funded PSH are not required to allow units to remain vacant indefinitely while waiting for an identified chronically homeless person to accept an offer of PSH. Projects should continue to make attempts to engage those persons that have not accepted an offer of PSH and these chronically homeless persons must continue to be prioritized for PSH until they are housed.

Prioritizing access to PSH when participants are transferred from a different PSH project:

Existing PSH participants being transferred from a different NYC CoC PSH project are exempt from the order of priority established in HUD Notice CPD-16-11. Such transfers should be considered to best serve the needs of PSH participants and/or ensure efficient use of PSH resources. All PSH transfers must be coordinated through and approved by PACT to ensure that any resulting PSH vacancy is filled using the order of priority established in this policy and HUD Notice CPD-16-11, except in cases where existing project participant households exchange units. In all cases, PSH units must be prioritized for eligible applicants residing in the NYC CoC covered geography over eligible applicants residing in another CoC.

Order of priority for PSH when no chronically homeless person exists on the By-Name List or wants to live in the jurisdiction where the vacancy is:

When no chronically homeless person or no chronically homeless person who meets a project's HUD-approved target population criteria (e.g. families with children, youth under 25, veterans, survivors of domestic violence, people with mental illness, people who use substances, or people with HIV/AIDS) exists on the *By-Name Prioritized List of People Experiencing Chronic Homelessness* maintained PACT, CoC Program-funded PSH projects are required to follow the order of priority below when selecting participants. PACT will work with CoC Program-funded PSH projects to match eligible applicants to vacancies in their preferred geographic area, and homeless people may decline referrals that are inconsistent with their geographic preferences. Projects are required to follow the order of priority below when there is no eligible chronically homeless applicant who wishes to live in the geographic area where the vacancy exists.

(a) First Priority—Homeless Individuals and Families with a Disability with Long Periods of Episodic Homelessness and Severe Service Needs

An individual or family that is eligible for CoC Program-funded PSH who has experienced fewer than four occasions in the past three years where they have been living or residing in a place not meant for human habitation or in an emergency shelter but where the cumulative time

homeless during the three-year period is at least 12 months **and** who has been identified as having severe service needs as demonstrated by being assigned to Level I based on New York City's Standardized Vulnerability Assessment.

(b) Second Priority—Homeless Individuals and Families with a Disability with Severe Service Needs.

- i. An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation or in an emergency shelter where the cumulative time homeless during the three-year period is at least 8 months **and** who has been identified as having severe service needs as demonstrated by being assigned to Level I based on New York City's Standardized Vulnerability Assessment.
- ii. An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation or in an emergency shelter where the cumulative time homeless during the three-year period is less than 8 months **and** who has been identified as having severe service needs as demonstrated by being assigned to Level I based on New York City's Standardized Vulnerability Assessment.

Applicants who meet the definition in section i above (i.e., those whose period of cumulative time homeless during the three-year period is at least 8 months) will be prioritized over applicants who meet the definition in section ii above.

(c) Third Priority—Homeless Individuals and Families with a Disability Coming from Places Not Meant for Human Habitation, Safe Haven, or Emergency Shelter Without Severe Service Needs.

An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation or an emergency shelter where the individual or family has not been identified as having severe service needs as demonstrated by being assigned to Level II or Level III based on New York City's Standardized Vulnerability Assessment, with Level II applicants being prioritized over Level III applicants.

(d) Fourth Priority—Homeless Individuals and Families with a Disability Coming from Transitional Housing.

An individual or family that is eligible for CoC Program-funded PSH who is currently residing in a transitional housing project, where prior to residing in the transitional housing the applicant had lived in a place not meant for human habitation, or in an emergency shelter. This priority also includes individuals and families residing in transitional housing who were fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking and prior to residing in that transitional housing project even if they did not live in a place not meant for human habitation, an emergency shelter, or a safe haven prior to entry in the transitional housing.

Within each priority group described above, applicants will be prioritized based on the number of days of cumulative homelessness during the past 3 years. For example, applicants in priority group "a" with more cumulative days of homelessness will be prioritized over other applicants in priority group "a" with fewer cumulative days of homelessness. Only as necessary to break a tie, applicants within each priority group will be further prioritized based on date of application, with earlier application dates being prioritized over later application dates.

Beds assigned to applicants who do not meet HUD criteria for chronic homelessness will continue to be dedicated or prioritized, so when that bed becomes vacant again it must be used to house a chronically homeless person unless there are still no eligible persons who meet that criterion within the CoC's geographic area at that time.

B. Types of Assistance

The program will provide safe, affordable housing that meets participants' needs in accordance with client intake practices and within HUD guidelines for permanent supportive housing programs.

- There can be no predetermined length of stay for a PSH program
- Program participants in PSH must enter into a lease agreement for an initial term of at least one year. Must be automatically renewable upon expiration up to a maximum of 24 months.
- PSH may not have any requirements that are not in a standard lease. (i.e. no preconditions such as income or sobriety)

VI. Supportive Services Only

Supportive services only (SSO) projects may provide a range of services for people who are homeless. However, in New York City, the CoC generally limits SSO projects to street outreach or projects that otherwise fill a critical, unmet need.

Unless prohibited by other project funding sources, SSO projects are required to use a low barrier Housing First model (i.e., not have service participation requirements or preconditions to entry, such as sobriety or a minimum income threshold, and must prioritize rapid placement and stabilization in permanent housing).

A. Eligibility and Prioritization

- SSO projects must serve people who are literally homeless (homeless definition Category 1).
- SSO street outreach projects should prioritize persons with the most severe service needs, greatest vulnerabilities, and with the longest homeless episodes.

IX. Appendix

Section I. Recordkeeping Requirements:

All households served in CoC-funded PSH must have documentation on file verifying their status of homelessness and disability, including any necessary 3rd Party documentation as required by HUD. Recipients of CoC Program-funded PSH, will maintain evidence of implementing these priorities. Evidence of following these orders of priority must be demonstrated by:

- A. Evidence of Severe Service Needs.** Evidence of severe service needs is that by which the recipient is able to determine the severity of needs as defined in this policy using data-driven methods such as an administrative data match or through the use of a standardized assessment. The documentation should include any information pertinent to how the determination was made, such as notes associated with case-conferencing decisions.
- B. Evidence that the Recipient is Following the CoC's Written Standards for Prioritizing Assistance.** Recipients must follow the CoC's written standards for prioritizing assistance, as described in this policy. Recipients must also document that the CoC's revised written standards have been incorporated into the recipient's intake procedures and that the recipient is following its intake procedures when accepting new program participants into the project.

C. Evidence that there are no Households Meeting Higher Order of Priority within CoC's Geographic Area.

- (a)** When dedicated and prioritized PSH is used to serve non-chronically homeless households, the recipient of CoC Program-funded PSH should document how it was determined that there were no chronically homeless households identified for assistance within the geographic area at the point in which a vacancy became available. This documentation should include evidence of the outreach efforts that had been undertaken to locate eligible chronically homeless households within the defined geographic area and, where chronically homeless households have been identified but have not yet accepted assistance, the documentation should specify the number of persons that are chronically homeless that meet this condition and the attempts that have been made to engage the individual or family. The recipient of PSH may refer to a single prioritized list maintained by PACT as evidence.
- (b)** When non-dedicated and non-prioritized PSH is used to serve an eligible individual or family that meets a lower order of priority, the recipient of CoC Program-funded PSH should document how the determination was made that there were no eligible individuals or families within the geographic area that met a higher priority. The recipient of PSH may refer to a single prioritized list maintained by PACT as evidence that there were no households identified within the CoC's geographic area that meet a higher order of priority.

Section II. Severity of Service Need Requirements

For the purposes of this policy, severity of service needs must be documented in a program participant's case file. The determination must not be based on a specific diagnosis or disability type, but only on the severity of needs of the individual or family. The NYC CoC uses the NYC Standardized 1i Assessment to determine severity of service needs.

2017 HDX Competition Report

PIT Count Data for NY-600 - New York City CoC

Total Population PIT Count Data

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count	73523	76501
Emergency Shelter Total	66800	69,605
Safe Haven Total	136	37
Transitional Housing Total	3749	2,923
Total Sheltered Count	70685	72565
Total Unsheltered Count	2838	3936

Chronically Homeless PIT Counts

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count of Chronically Homeless Persons	4294	5755
Sheltered Count of Chronically Homeless Persons	2481	3,955
Unsheltered Count of Chronically Homeless Persons	1813	1,800

Homeless Households with Children PIT Counts

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children	13483	14245
Sheltered Count of Homeless Households with Children	13483	14,245
Unsheltered Count of Homeless Households with Children	0	0

Homeless Veteran PIT Counts

	2011	2016	2017
Total Sheltered and Unsheltered Count of the Number of Homeless Veterans	4677	559	535
Sheltered Count of Homeless Veterans	4227	527	507
Unsheltered Count of Homeless Veterans	450	32	28

2017 HDX Competition Report

HIC Data for NY-600 - New York City CoC

HMIS Bed Coverage Rate

Project Type	Total Beds in 2017 HIC	Total Beds in 2017 HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) Beds	73675	2859	70100	98.99%
Safe Haven (SH) Beds	40	0	40	100.00%
Transitional Housing (TH) Beds	3150	51	1784	57.57%
Rapid Re-Housing (RRH) Beds	2567	0	2567	100.00%
Permanent Supportive Housing (PSH) Beds	28078	309	16179	58.26%
Other Permanent Housing (OPH) Beds	0	0	0	NA
Total Beds	107,510	3,219	90670	86.94%

PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

Chronically Homeless Bed Counts	2016 HIC	2017 HIC
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC	12158	16093

Rapid Rehousing (RRH) Units Dedicated to Persons in Household with Children

Households with Children	2016 HIC	2017 HIC
RRH units available to serve families on the HIC	0	304

2017 HDX Competition Report

HIC Data for NY-600 - New York City CoC

Rapid Rehousing Beds Dedicated to All Persons

All Household Types	2016 HIC	2017 HIC
RRH beds available to serve all populations on the HIC	1010	2567

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Summary Report for NY-600 - New York City CoC

For each measure enter results in each table from the System Performance Measures report generated out of your CoCs HMIS System. There are seven performance measures. Each measure may have one or more “metrics” used to measure the system performance. Click through each tab above to enter FY2016 data for each measure and associated metrics.

RESUBMITTING FY2015 DATA: If you provided revised FY 2015 data, the original FY2015 submissions will be displayed for reference on each of the following screens, but will not be retained for analysis or review by HUD.

ERRORS AND WARNINGS: If data are uploaded that creates selected fatal errors, the HDX will prevent the CoC from submitting the System Performance Measures report. The CoC will need to review and correct the original HMIS data and generate a new HMIS report for submission.

Some validation checks will result in warnings that require explanation, but will not prevent submission. Users should enter a note of explanation for each validation warning received. To enter a note of explanation, move the cursor over the data entry field and click on the note box. Enter a note of explanation and “save” before closing.

Measure 1: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October, 1, 2012.

Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.

Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.

a. This measure is of the client’s entry, exit, and bed night dates strictly as entered in the HMIS system.

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

	Universe (Persons)			Average LOT Homeless (bed nights)				Median LOT Homeless (bed nights)			
	Submitted FY2015	Revised FY2015	Current FY	Submitted FY2015	Revised FY2015	Current FY	Difference	Submitted FY2015	Revised FY2015	Current FY	Difference
1.1 Persons in ES and SH	128505	129047	131947	253	255	260	5	170	177	179	2
1.2 Persons in ES, SH, and TH	132112	132118	134887	260	261	268	7	177	183	185	2

b.

This measure includes data from each client's "Length of Time on Street, in an Emergency Shelter, or Safe Haven" (Data Standards element 3.17) response and prepends this answer to the client's entry date effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

NOTE: Due to the data collection period for this year's submission, the calculations for this metric are based on the data element 3.17 that was active in HMIS from 10/1/2015 to 9/30/2016. This measure and the calculation in the SPM specifications will be updated to reflect data element 3.917 in time for next year's submission.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	-	131947	-	261		-	180	
1.2 Persons in ES, SH, and TH	-	134887	-	275		-	188	

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)		Returns to Homelessness in Less than 6 Months			Returns to Homelessness from 6 to 12 Months			Returns to Homelessness from 13 to 24 Months			Number of Returns in 2 Years	
	Revised FY2015	# of Returns	Revised FY2015	# of Returns	% of Returns	Revised FY2015	# of Returns	% of Returns	Revised FY2015	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	25	6	4	2	33%	2	1	17%	1	0	0%	3	50%
Exit was from ES	23178	23556	3791	3595	15%	1464	1386	6%	1969	1635	7%	6616	28%
Exit was from TH	1892	2001	333	421	21%	158	150	7%	181	154	8%	725	36%
Exit was from SH	45	49	2	1	2%	1	1	2%	5	3	6%	5	10%
Exit was from PH	608	704	24	30	4%	23	18	3%	24	23	3%	71	10%
TOTAL Returns to Homelessness	25748	26316	4154	4049	15%	1648	1556	6%	2180	1815	7%	7420	28%

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	2015 PIT Count	Most Recent PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	75323	73523	-1800
Emergency Shelter Total	67378	66800	-578
Safe Haven Total	138	136	-2
Transitional Housing Total	4624	3749	-875
Total Sheltered Count	72140	70685	-1455
Unsheltered Count	3183	2838	-345

Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons	132442	132462	135272	2810
Emergency Shelter Total	128566	129240	132151	2911
Safe Haven Total	322	176	202	26
Transitional Housing Total	6390	5824	5726	-98

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults (system stayers)	5419	4886	4924	38
Number of adults with increased earned income	274	193	220	27
Percentage of adults who increased earned income	5%	4%	4%	1%

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults (system stayers)	5419	4886	4924	38
Number of adults with increased non-employment cash income	1276	1180	1166	-14
Percentage of adults who increased non-employment cash income	24%	24%	24%	0%

Metric 4.3 – Change in total income for adult system stayers during the reporting period

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults (system stayers)	5419	4886	4924	38
Number of adults with increased total income	1475	1297	1316	19
Percentage of adults who increased total income	27%	27%	27%	0%

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	2756	2155	1385	-770
Number of adults who exited with increased earned income	559	346	232	-114
Percentage of adults who increased earned income	20%	16%	17%	1%

Metric 4.5 – Change in non-employment cash income for adult system leavers

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	2756	2155	1385	-770
Number of adults who exited with increased non-employment cash income	845	782	458	-324
Percentage of adults who increased non-employment cash income	31%	36%	33%	-3%

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	2756	2155	1385	-770
Number of adults who exited with increased total income	1308	1042	646	-396
Percentage of adults who increased total income	47%	48%	47%	-2%

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Measure 5: Number of persons who become homeless for the 1st time

Metric 5.1 – Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	99673	101779	101619	-160
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	39503	41009	39899	-1110
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)	60170	60770	61720	950

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	101609	103839	103855	16
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	40118	41694	40957	-737
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)	61491	62145	62898	753

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Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD’s Homeless Definition in CoC Program-funded Projects

This Measure is not applicable to CoCs in the FY2016 Resubmission reporting period.

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Metric 7a.1 – Change in exits to permanent housing destinations

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Persons who exit Street Outreach	2410	2576	1935	-641
Of persons above, those who exited to temporary & some institutional destinations	389	631	560	-71
Of the persons above, those who exited to permanent housing destinations	418	645	402	-243
% Successful exits	33%	50%	50%	0%

Metric 7b.1 – Change in exits to permanent housing destinations

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited	111632	111632	103138	-8494
Of the persons above, those who exited to permanent housing destinations	48650	48650	44198	-4452
% Successful exits	44%	44%	43%	-1%

Metric 7b.2 – Change in exit to or retention of permanent housing

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH	11687	11506	11930	424
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	11142	10674	11396	722
% Successful exits/retention	95%	93%	96%	3%

2017 HDX Competition Report

FY2016 - SysPM Data Quality

NY-600 - New York City CoC

This is a new tab for FY 2016 submissions only. Submission must be performed manually (data cannot be uploaded). Data coverage and quality will allow HUD to better interpret your Sys PM submissions.

Your bed coverage data has been imported from the HIC module. The remainder of the data quality points should be pulled from data quality reports made available by your vendor according to the specifications provided in the HMIS Standard Reporting Terminology Glossary. You may need to run multiple reports in order to get data for each combination of year and project type.

You may enter a note about any field if you wish to provide an explanation about your data quality results. This is not required.

2017 HDX Competition Report FY2016 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016
1. Number of non-DV Beds on HIC	53967	58883	67990	66778	6303	4661	4318	3521	19293	21541	26309	28240		364	2506	1010				
2. Number of HMIS Beds	49102	53573	62098	63399	5944	4153	3715	3012	10921	11275	14159	15246		0	0	0				
3. HMIS Participation Rate from HIC (%)	90.99	90.98	91.33	94.94	94.30	89.10	86.04	85.54	56.61	52.34	53.82	53.99		0.00	0.00	0.00				
4. Unduplicated Persons Served (HMIS)	126660	161545	133828	136585	6327	7682	6511	6230	11407	12056	12830	12885	576	1641	2927	4217	0	0	3843	4429
5. Total Leavers (HMIS)	76386	103871	76067	76566	3608	4513	3446	3564	927	1011	1154	1116	426	566	1714	2190	0	0	1331	1030
6. Destination of Don't Know, Refused, or Missing (HMIS)	25563	39179	21964	22731	375	848	531	516	119	130	52	65	42	99	71	27	0	0	147	101
7. Destination Error Rate (%)	33.47	37.72	28.87	29.69	10.39	18.79	15.41	14.48	12.84	12.86	4.51	5.82	9.86	17.49	4.14	1.23			11.04	9.81

2017 HDX Competition Report

Submission and Count Dates for NY-600 - New York City CoC

Date of PIT Count

	Date	Received HUD Waiver
Date CoC Conducted 2017 PIT Count	2/7/2017	Yes

Report Submission Date in HDX

	Submitted On	Met Deadline
2017 PIT Count Submittal Date	5/5/2017	Yes
2017 HIC Count Submittal Date	5/5/2017	Yes
2016 System PM Submittal Date	6/2/2017	Yes



September 12, 2017

Re: FY2017 Continuum of Care (CoC) Application process

Dear Sir/Madam:

Thank you for submitting your HUD Continuum of Care Project Application for FY2017 in E-Snaps by Friday August 11, 2017. Your new and/or renewal project(s) listed below will be included in the 2017 CoC Priority Listing as part of the New York City CoC Consolidated Application to HUD. As the Collaborative Applicant, The Department of Homeless Services (DHS) will submit the New York City Coalition on the Continuum of Care's Consolidated Application to HUD by the September 28, 2017 deadline.

The list of all new and renewal projects is included below.

Sincerely,

Laura Mascuch

Martha Kenton

Jeannette Ruffins

Co-Chairs, NYCCoC

Applicant Name	Project Name	Grant Number	Program Type
Anchor House Inc.	Anchor House Inc.	NY0209	TH
Association to Benefit Children	ABC Permanent Supportive Housing Program	NY0397	PSH
Bailey House Inc.	Bridges to HOME RRH for Young Adults	NY1110	RRH
Bailey House Inc.	S.H.I.P. for Young Adult Renewal 2016	NY1041	PH
Bailey House, Inc.	Schafer Hall Family Program Renewal 2016	NY0375	PSH
Bailey House, Inc.	STARS II Renewal 2016	NY0787	PSH
Banana Kelly Community Improvement Association Inc.	Rental Assistance Program	NY0361	PSH
Black Veterans for Social Justice	BVSJ RRH	New Project	RRH
Bowery Residents' Committee, Inc.	Liberty Avenue	NY0884	PSH
Bowery Residents' Committee, Inc.	Palace Hotel SRO	NY0332	PSH
Bridging Access to Care	BAC CoC PSH Program	NY0253	PSH
Brooklyn Bureau of Community Service	Brooklyn Bureau Voc/Ed Program	NY0224	TH
City of New York Acting by and through its Department of Housing	290 East 3rd Street Residence	NY0594	PSH



Preservation and Development			
City of New York Acting by and through its Department of Housing Preservation and Development	ARC Consolidated	NY0408	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Breaking Ground Consolidated	NY0912	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Bronx Park East Residence	NY0877	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Camba Consolidated	Camba Consolidated	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Casa Renacer	NY0227	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	CCM Consolidated	NY0597	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Citileaf Chelsea North	NY0942	PH
City of New York Acting by and through its Department of Housing Preservation and Development	Citileaf Chelsea South	NY1107	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Clinton Housing West 42nd Street	NY0883	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Community Access Consolidated	NY0725	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	CUCS Kingsbridge Heights	New Project	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Diversity Works	NY0723	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Dorothy McGowan	NY0727	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Edith MacGuire Residence	NY0810	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Ehrlich Residence	NY0394	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Geel Consolidated	NY0211	PSH



City of New York Acting by and through its Department of Housing Preservation and Development	Gibb Mansion	NY0396	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Gramercy Leaf	NY0269	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Ilene R. Smith Residence	NY0601	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	JHB Housing	NY0294	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Kingsbridge Terrace	NY0786	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Lantern Consolidated	NY0208	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Lenniger Residences	NY0785	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Lindenguild Hall	NY0853	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	NCS Consolidated	NY0721	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	NORTH CORE STUDIOS	NY0314	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Odyssey House Haven	NY0321	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Palladia consolidated	NY0389	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Peter Jay Sharp Residence	NY0343	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Project Renewal Consolidated Programs	NY0599	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Rustin House	NY0854	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Sobro Consolidated	NY0604	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	St John's House II	NY0607	PSH



Preservation and Development			
City of New York Acting by and through its Department of Housing Preservation and Development	St. Joseph Consolidated	NY0722	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Stardom Hall	NY1106	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	SUS consolidated	NY0310	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	SUS Undercliff	New Project	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	VIP Consolidated	NY0726	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	Warren Street Residence	NY0199	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	WAZOBIA HOUSE	NY0882	PSH
City of New York Acting by and through its Department of Housing Preservation and Development	WSFSSH Consolidated	NY0929	PSH
Columba Kavanagh House, Inc.	Columba Kavanagh House, Inc.	NY0236	PSH
Common Ground Community IV HDFC	Housing for Homeless and Addicted to Alcohol	NY0285	PSH
Common Ground Community Mgmt	Breaking Ground Scatter Site	New Project	PSH
Community Access, Inc.	255 East Broadway	NY0372	PSH
Community Access, Inc.	Warren Street SRO	NY0411	PSH
Community Action For Human Services, Inc.	JHB Housing, Inc.	NY0295	PSH
Community, Counseling, & Mediation	GP 2016	NY0271	PSH
Community, Counseling, & Mediation	RP 2016	NY0363	PSH
Covenant House New York	PFTH Rapid Rehousing Program	New Project	TH-RRH
Covenant House New York/Under 21, Inc.	New Covenant	NY0901	PSH
CUCS	Dorothy Day	NY0246	PSH
CUCS	The Christopher	NY0234	PSH
CUCS	The Prince George	NY0350	PSH
CUCS	West Harlem Transitional Services	NY0414	TH
El Regreso Foundation	El Regreso Foundation	NY0255	TH
FACES NY	FACES Congregate Housing program 2016	NY0238	PSH
FACES NY	Women With Children 2016	NY0420	PSH
FACES NY 2011	New Start Supportive Housing	NY0927	PSH



	Program 2016		
Foundation for Research on Sexually Transmitted Diseases	Frost'd Scatter site PH	NY1047	PH
Goddard Riverside Community Center	Corner House	NY0239	PSH
Goddard Riverside Community Center	Havens	NY1039	PH
Goddard Riverside Community Center	Housing Options	NY0286	PSH
Good Shepherd Services - Chelsea Foyer	Good Shepherd Services - NOFA 2016	NY0233	TH
Harlem United Community AIDS Center, Inc	124th Street Housing Residence	NY0733	PSH
Harlem United Community AIDS Center, Inc	Harlem United Family PH	NY0287	PSH
HELP Social Service Corporation	Genesis Homes Supportive Housing Program I	NY0947	PSH
Housing Plus	Grace House	NY0272	PSH
Housing Plus	Housing + Solutions S+C	NY0352	PSH
Housing Plus	Athena House	NY0925	PSH
Housing Plus	Freya House	NY0944	PSH
Housing Plus	Sankofa House	NY1111	PSH
Housing Works, Inc	East 9th Street Residence	NY0249	PSH
Housing Works, Inc	East New York Residence Program	NY0196	PSH
Housing Works, Inc	HUD Jefferson	NY1007	PSH
Housing Works, Inc	Stand-Up Harlem Housing Program	NY0719	PSH
Housing Works, Inc	Staten Island Scattered Site Housing Program	NY0387	PSH
Housing Works, Inc	Pitkin Avenue Residence	New Project	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Cathedral Condos	NY0228	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Emerson Family Development Center	NY0257	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Emerson Family Supported	NY0258	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Flatbush Avenue Residence	NY0263	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Integrated Permanent Housing, Support Services, Employment Program	NY0290	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Lawton Street Residence	NY0300	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Lewis Ave Residence	NY0302	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Shelter + Care '94	NY0322	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Shelter + Care '95	NY0323	PSH
INSTITUTE FOR COMMUNITY LIVING, INC.	Stepping Stone Residence Nevins Street CRO	NY0388	PSH



Jericho Project	Loring Place Vocational Education	NY0303	PSH
Jericho Project	Rapid Rehousing	NY1044	PH
Jericho Project	Rapid Rehousing 2	New Project	RRH
Jewish Board of Family and Children's Services, Inc	124th Street CR/SRO	NY0193	PSH
Jewish Board of Family and Children's Services, Inc	Bronx Permanent Housing	NY0939	PSH
Jewish Board of Family and Children's Services, Inc	Burnside Community Residence	NY0225	TH
Jewish Board of Family and Children's Services, Inc	Kingsbridge CR/SRO	NY0298	PSH
Jewish Board of Family and Children's Services, Inc	Maple House CR/SRO	NY0305	PSH
Jewish Board of Family and Children's Services, Inc	The Jewish Board New Housing Project Joint TH/RRH	New Project	TH-RRH
Jewish Board of Family and Children's Services, Inc	White Plains Road CR/SRO	NY0415	PSH
Kenmore HDFC	Kenmore Hall	NY0297	PSH
Lantern Community Services	Schafer Hall SHP	NY0374	PSH
Lower Eastside Service Center, Inc.	Diversity Works 2016	NY0732	PSH
Lower Eastside Service Center, Inc.	LESC House 2016	NY0301	PSH
Lutheran Social Services of New York	Community House	NY0237	PSH
Lutheran Social Services of New York	Muhlenberg Residence	NY0309	PSH
NY-600 CoC Registration 2009	HMIS Project Application FY2016	NY0317	HMIS
NYC HRA Department of Social Services	SSO CAPS FY17 Expansion	New Project	SSO
NYC HRA Department of Social Services	SSO CAPS Planning Grant	NY1115	SSO
NYS Office of Mental Health	OMH/Pibly 2016	NY0326	PSH
Palladia, Inc	Cedar Tremont House	NY0230	PSH
Palladia, Inc	Chelsea Court	NY0232	PSH
Palladia, Inc	Community Housing Program	NY0920	PSH
Palladia, Inc	Flora Vista	NY0264	PSH
Palladia, Inc	Fox Point	NY0729	PSH
Palladia, Inc	Hill House	NY0282	PSH
Palladia, Inc	Scattered Sites	NY0373	PSH
Palladia, Inc	Stratford House	NY0390	PSH
POSTGRADUATE CENTER FOR MENTAL HEALTH	PCMH City Wide Homes	NY0296	PSH
Postgraduate Center for Mental Health	Richard Dicker Residence	NY0202	PSH
Praxis Housing Initiatives, Inc	Riverside Place	NY0364	PSH
Project Hospitality, Inc.	Permanent Housing 3	NY1043	PH
Project Hospitality, Inc.	Project Hospitality Permanent Housing	NY0940	PSH
Project Hospitality, Inc.	Permanent Housing 2	NY0936	PSH
Project Renewal Inc.	Shelter Plus Care	NY0357	PSH



Project Renewal, Inc.	Home	NY0982	PSH
Project Renewal, Inc.	In Homes Now	NY0289	PSH
Project Renewal, Inc.	PRI Transitions	NY1046	PH
Project Renewal, Inc.	Tech	NY0730	TH
Project Renewal, Inc.	Vets	NY0610	PSH
Project Renewal, Inc.	Bowery	NY0217	PSH
Promesa, Inc.	Promesa Shelter Plus Care	NY0218	PSH
Safe Space	Safe Home	NY0370	TH
Samaritan Village, Inc.	Continuum of Care	NY0407	PSH
Samaritan Village, Inc.	Young Mothers Program 2	NY0423	PSH
Services for the UnderServed Inc.	Briarwood SRO	NY0220	PSH
Services for the UnderServed Inc.	OASAS S+C	NY0335	PSH
Services for the UnderServed Inc.	OMH SUS 12	NY0324	PSH
Services for the UnderServed Inc.	OMH SUS 40	NY0325	PSH
Services for the UnderServed Inc.	OMH/SUS Knick/Beach	NY0327	PSH
Services for the UnderServed Inc.	SUS 162nd Street	New Project	PSH
Services for the UnderServed Inc.	SUS Brooklyn Supported Housing	NY0216	PSH
Services for the UnderServed, Inc.	SUS Broadway	NY1113	PSH
Services for the UnderServed, Inc.	SUS Decatur	NY1114	PSH
Services for the UnderServed, Inc.	SUS Morris Avenue	NY1112	PSH
The Ali Forney Center	Ali Forney 11	NY0206	TH
The Ali Forney Center	Ali Forney Center	NY0205	TH
The Ali Forney Center	Joint TH/RRH for the Homeless LGBTQ Youth	New Project	TH-RRH
The Bridge, Inc	1885 Third Avenue Residence	NY0195	PSH
The Bridge, Inc	631 East 6th Street Residence	NY0200	PSH
The Bridge, Inc	Iyana House	NY0293	PSH
The Bridge, Inc	Park West House II	NY0340	PSH
The Bridge, Inc	Pleasant Ave House	NY0347	PSH
The Bridge, Inc.	The Bridge S+C	NY0329	PSH
The Fortune Society	Fortune Academy Residence	NY0266	TH
The Fortune Society	Fortune Society, Fortune Academy S+C	NY0267	PSH
United Bronx Parents, Inc	United Bronx Parents, Inc.	NY0402	PSH
University Consultation& Treatment Center for Mental Health and Hygiene, Inc.	The Ehrlich Residence	NY0395	PSH
Urban Pathways	Cluster House	NY0852	PSH
Urban Pathways	Ivan Shapiro House	NY0292	PSH
Urban Resource Institute	Urban Center for Change	NY0405	TH
VIP Supportive Housing for Social Change	Casa Sandra Supportive Housing Program for Social Change	NY0410	TH
Vocational Instruction Project Community Services Inc	Abraham Apartments	NY0203	PSH



Vocational Instruction Project Community Services Inc	Crotona SRO	NY0242	PSH
West Side Federation for Senior and Supportive Housing, Inc.	129th Street Residence	NY0194	PSH
West Side Federation for Senior and Supportive Housing, Inc.	74th Street Home Expansion	NY0201	PSH
West Side Federation for Senior and Supportive Housing, Inc.	West 74th Street Home	NY0412	PSH
Women In Need, Inc.	Families in SHINE	NY0261	PSH
Women In Need, Inc.	SHINE Moms and Children	NY0378	PSH
Women In Need, Inc.	SHINE Stars	NY0379	PSH
Women In Need, Inc.	WISH Families	NY0417	PSH
Women In Need, Inc.	Women In Need SPC 1 Triangle House	NY0421	PSH
Women In Need, Inc.	Women In Need SPC 2 Brooklyn Recovery	NY0808	PSH
Women In Need, Inc.	Women In Need SPC 3 Bronx Recovery	NY0809	PSH
Women In Need, Inc.	Women In Need SPC 4 Families in Recovery	NY0353	PSH
Women In Need, Inc.	SHINE Families	NY0377	PSH